intercultural training
reflective discussion

Dealing with
intercultural challenges.
Branched out of the Institute for Intercultural Business Communication, University of Jena

Fields of activity:

- **Continuing education**: intercultural train-the-trainer, -coach, -mediator, -change-manager
- **Consulting**: internationalization, diversity-management ...
- **Training & Coaching**: Immigrants, Expatriates, Grouptrainings, ...
- **Projects**: EU-Projects (weReurope, EDICC, TDAR), Netzwerk IQ, ...
Working place
- Managers
- Reflective Discussion leaders
- Carers
- Language advocates

Project coordination
- Training of reflective discussion leaders
- Training of language advocates
- Support and network for managers, language advocates and reflective discussion leaders

Training institution
- Language teachers
- Care trainers

Support for Teachers

Language Advocates

Reflective Discussion

Intercultural Training

Language learning at the Workplace
To get into the mood...

- Please get together in 4 groups
- Within the groups discuss the following topics:
  - Group 1: My „Home“-Culture...
  - Group 2: My biggest intercultural misunderstanding ...
  - Group 3: This is what I have learned from another culture/ person from another culture ...
  - Group 4: My biggest challenge when working with other cultures ...
- Note down your „results“ in some bullet points on the flipchart
- On my signal please proceed to the next flipchart
What is culture?

- Everyone can tell you something about "culture", but is it the same concept for everyone?

- Model of the iceberg:
Abigail

the touching story of Abigail
What is interculture?

Where do intercultural conflicts arise?
Communication

language = communication
communication = much more than language
Video: „My glas is empty!“
Communication
How does communication work?
Communication exercise

**Preparation:**
- Get together in pairs
- One person is sitting at a table and the other person is sitting right behind him/her facing the opposite direction
- The person sitting at the table will need a paper and a pencil

**Task:**
- One person is describing the figure he/she has been given
- The other person sitting at the table draws what his/her partner is describing

**Rules:**
- Partners can’t look at each other
- The one drawing is not allowed to speak at all.
What is interesting about it from an (inter-)cultural point of view?

- **Verbal:**
  - direct and indirect communication, compliments, meaning of words, how to address people (du/Sie)
  - written communication: short and easy sentences

- **Non-Verbal:**
  - distance (Proxemik), facial expressions, seating arrangements, eye contact, gestures
  - images, colors, fonts, design

- **Para-Verbal:**
  - volume, pitch, speaking rate, cough, pauses
  - notation (bold, small caps), punctuation

- **Extra-Verbal:**
  - time, place, dress code, status symbols
  - frequency, medium, formats
First answer of a care-manager to the question:

„What do you expect from migrant care-workers?“

"Our employees have to communicate openly, directly and honestly!"

→ direct vs. indirect communication
(e.g. how to express criticism and wishes)
Perception

Do we see what is there, or do we see, what we want so see?
Awareness Test

Please count – how many pases the team in white makes!
Awareness Test

What is happening?
Change of perspectives

Clear story!?
Change of perspectives

Situation: A new colleague from abroad is arriving at the care-center. From now on she is going to work on your team.
Change of perspectives

Who is going to be affected?

For each target group:
- I feel …
- I am afraid that …
- I wish …
How can we integrate colleagues with an immigrant background even better in the future?

a moderated reflective discussion
• language advocates
• reflective discussion

• Training of reflective discussion leaders
• Training of language advocates

⇒ Trained personnel can help language- and content-wise, but also mediate on an intercultural level.