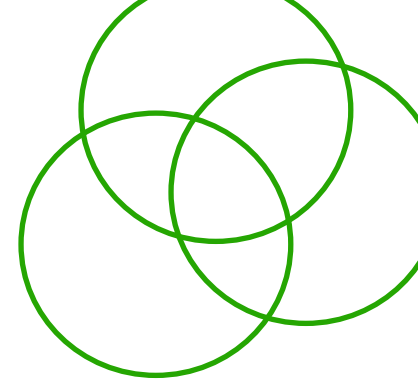


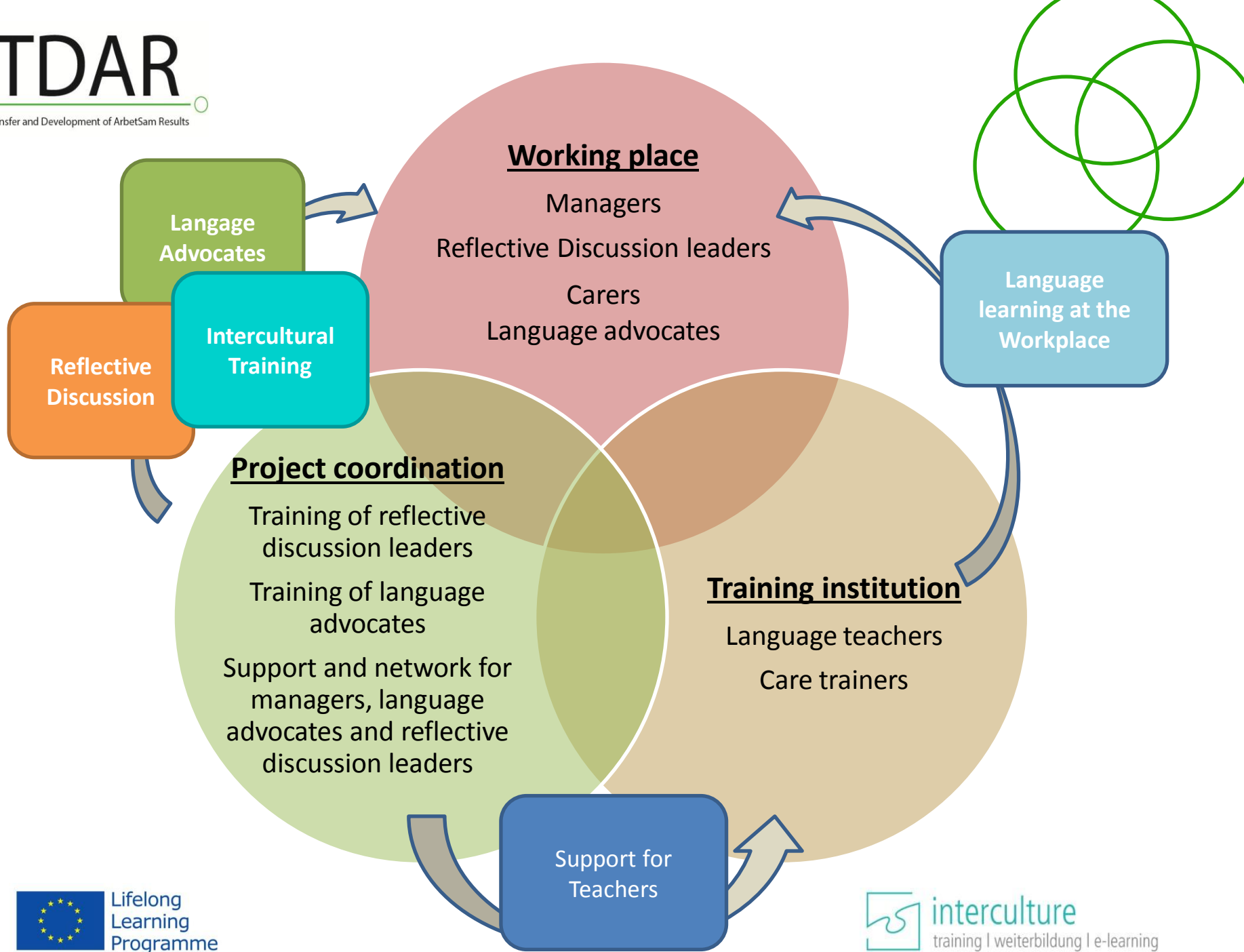
intercultural training reflective discussion

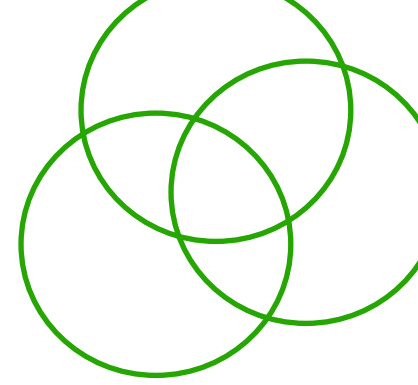
Dealing with
intercultural challenges.



interculture.de

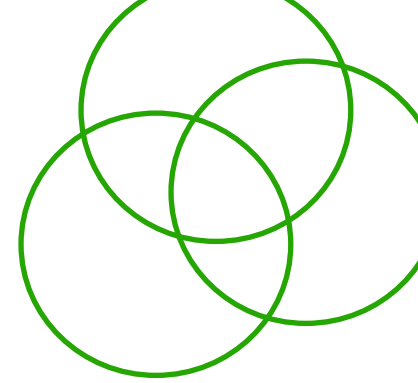
- ☞ Branched out of the Institute for Intercultural Business Communication, University of Jena
- ☞ Fields of activity:
 - ☞ **Continuing education:** intercultural train-the-trainer, -coach, -mediator, -change-manager
 - ☞ **Consulting:** internationalization, diversity-management ...
 - ☞ **Training & Coaching:** Immigrants, Expatriates, Grouptrainings, ...
 - ☞ **Projects:** EU-Projects (weReurope, EDICC, TDAR), Netzwerk IQ, ...





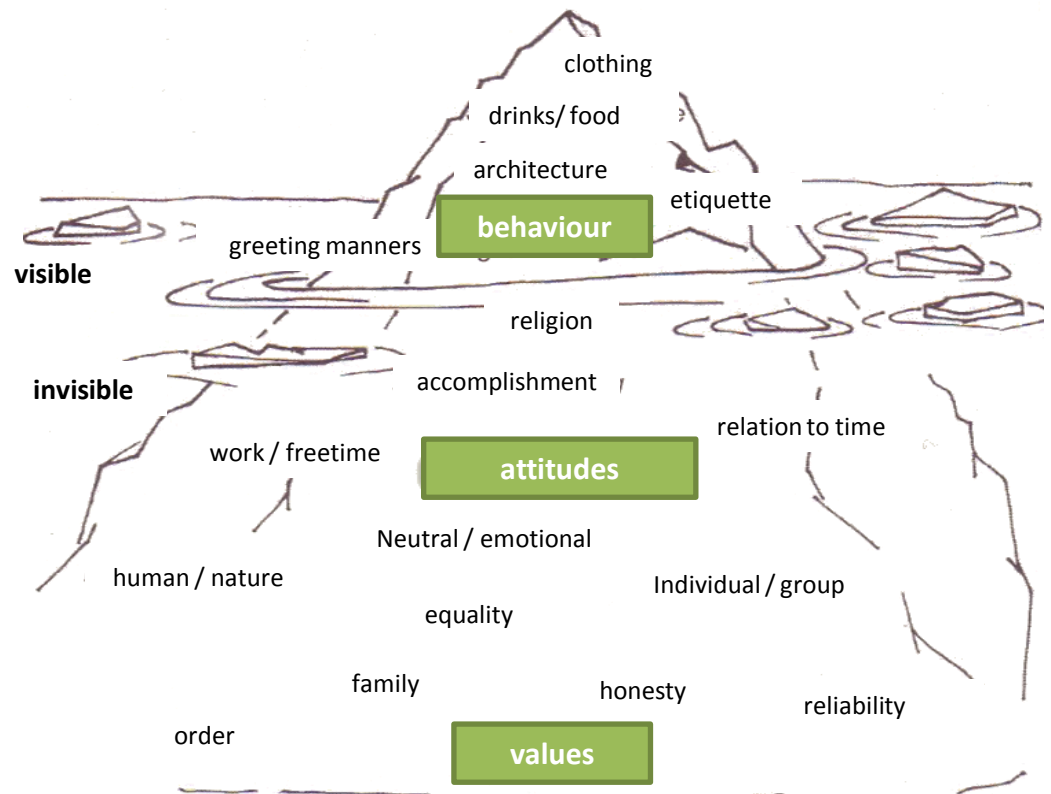
To get into the mood...

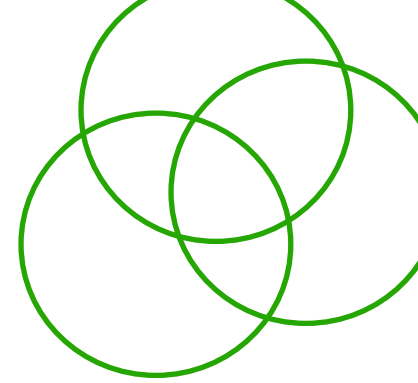
- ☞ Please get together in 4 groups
- ☞ Within the groups discuss the following topics:
 - ☞ Group 1: My „Home“-Culture...
 - ☞ Group 2: My biggest intercultural misunderstanding ...
 - ☞ Group 3: This is what I have learned from another culture/ person from another culture ...
 - ☞ Group 4: My biggest 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?

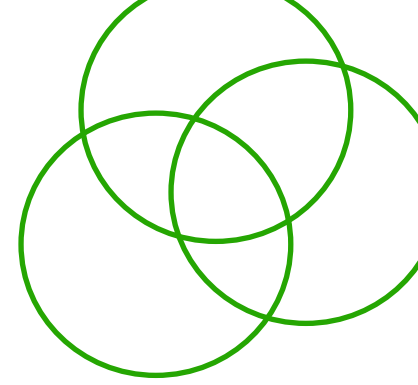
- Everyone can tell you something about "culture", but is it the same concept for everyone?
- Model of the iceberg:



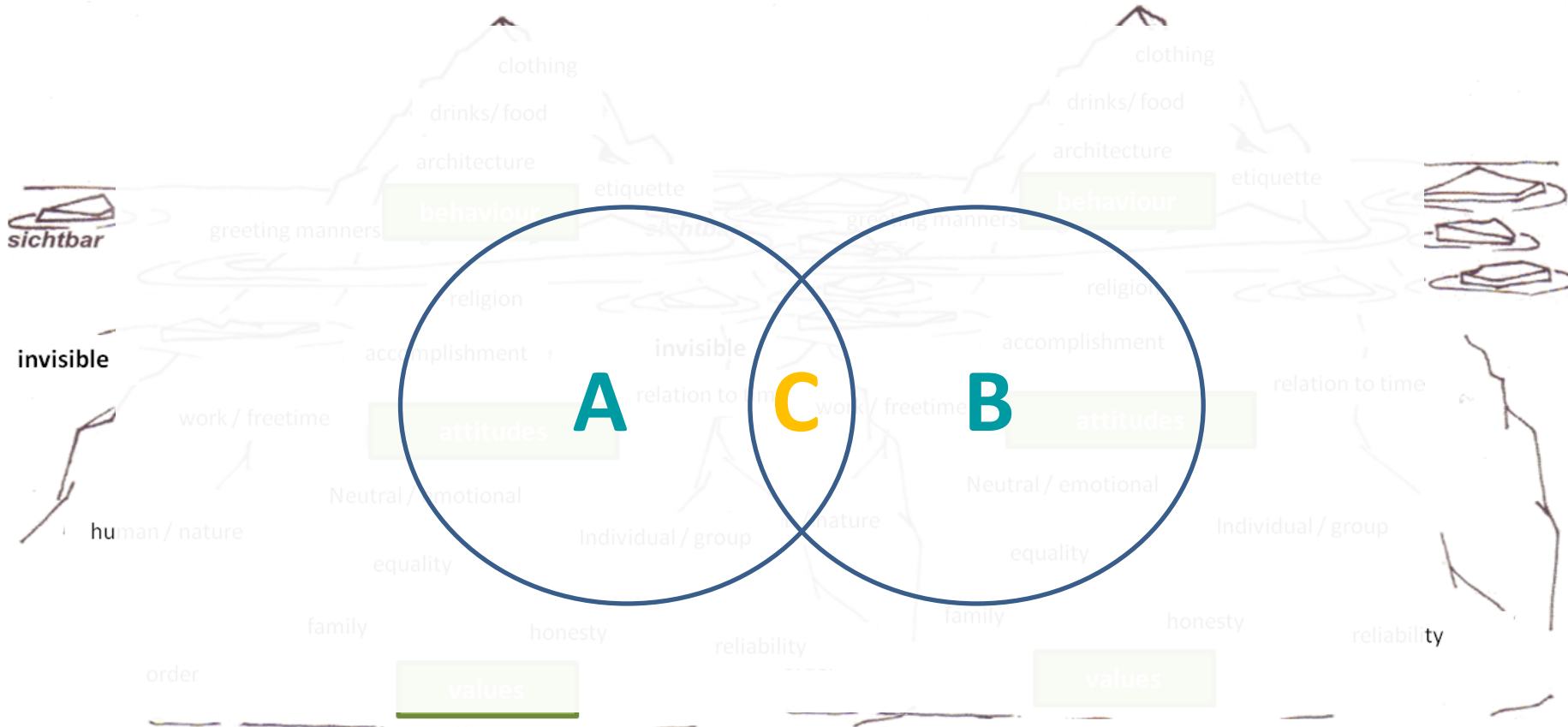


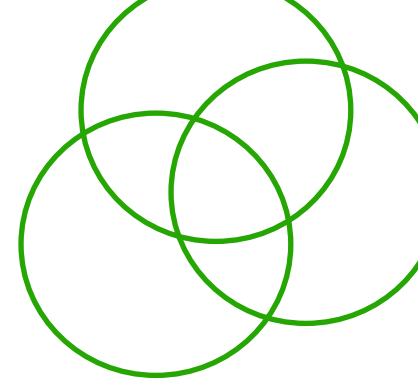
Abigail

the touching story of Abigail



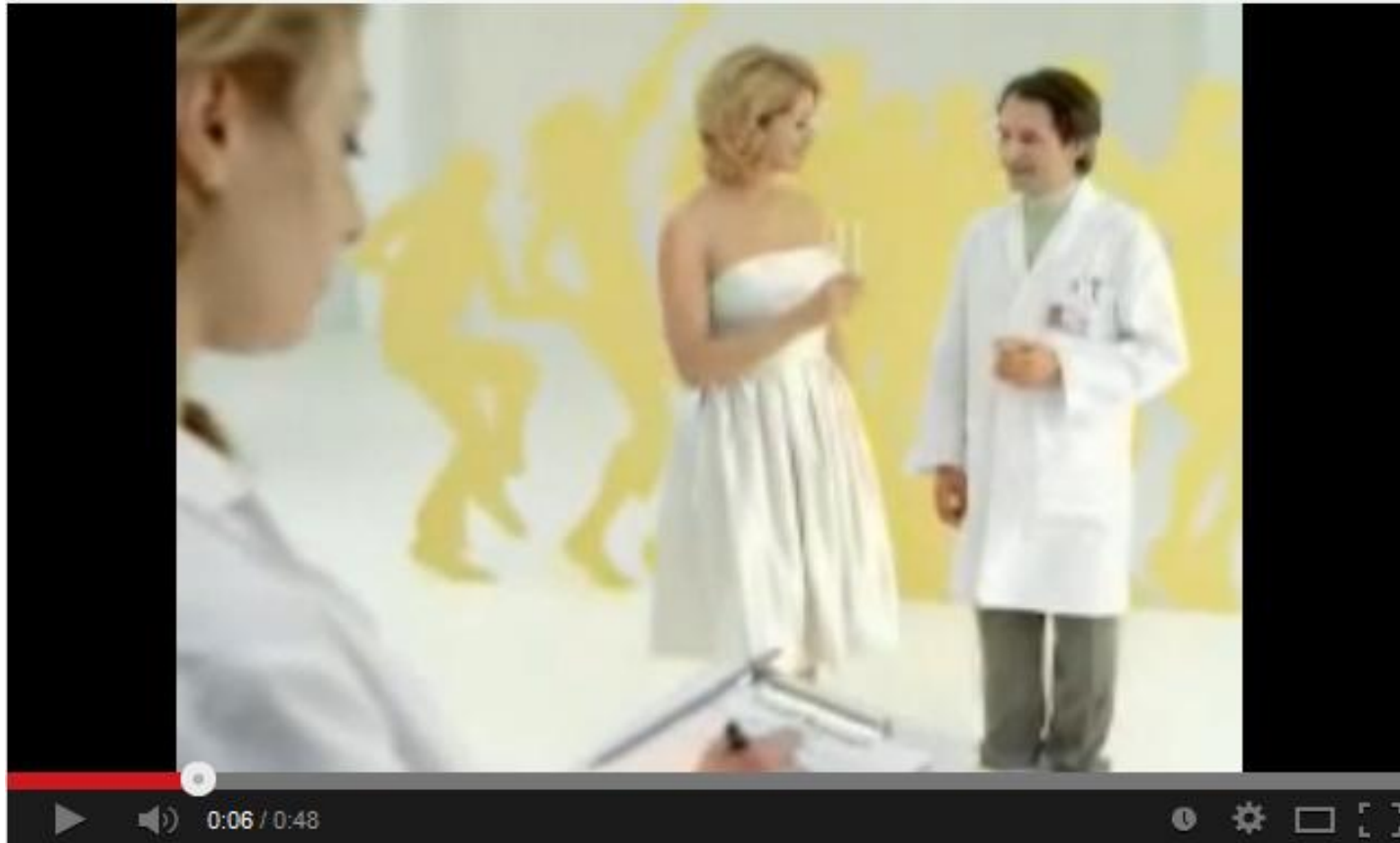
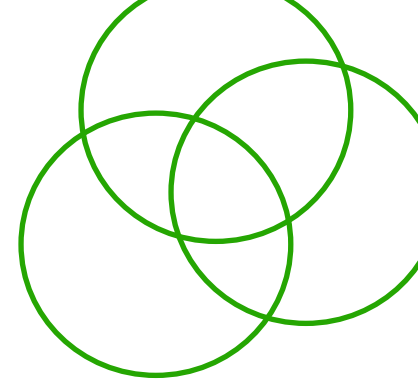
What is **interculture**?





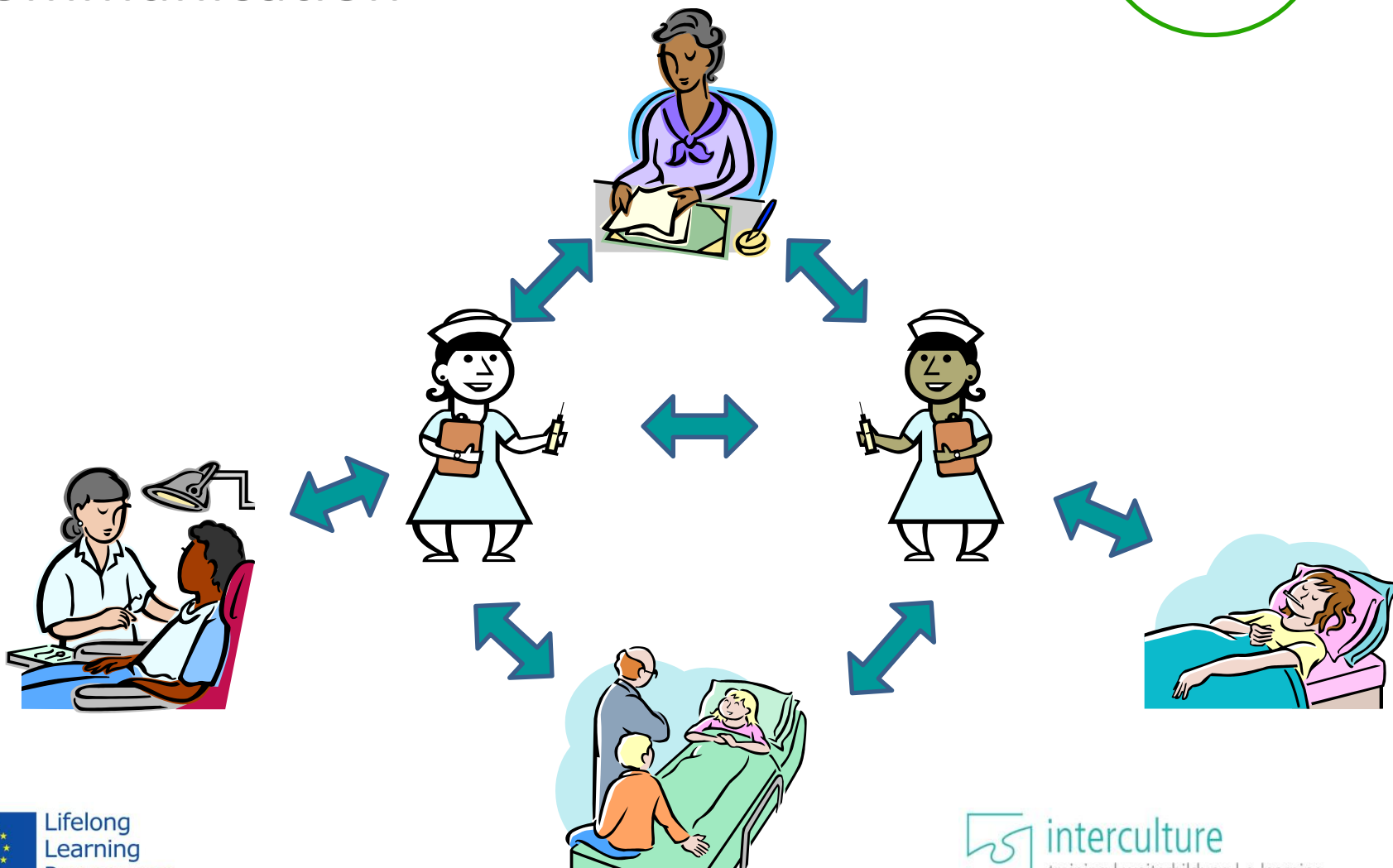
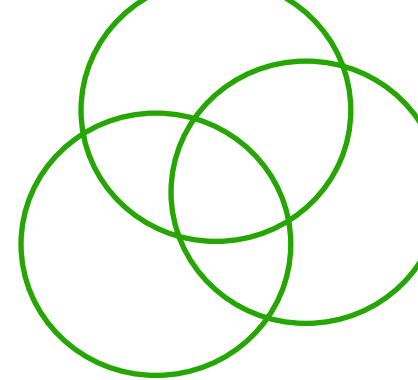
Communication

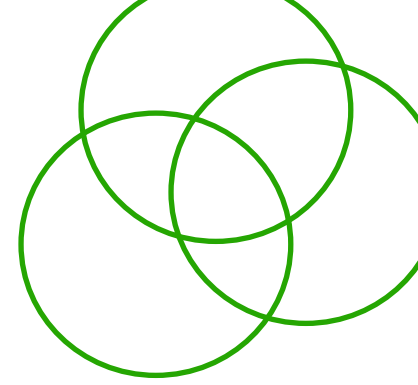
language = communication
communication = much more than language



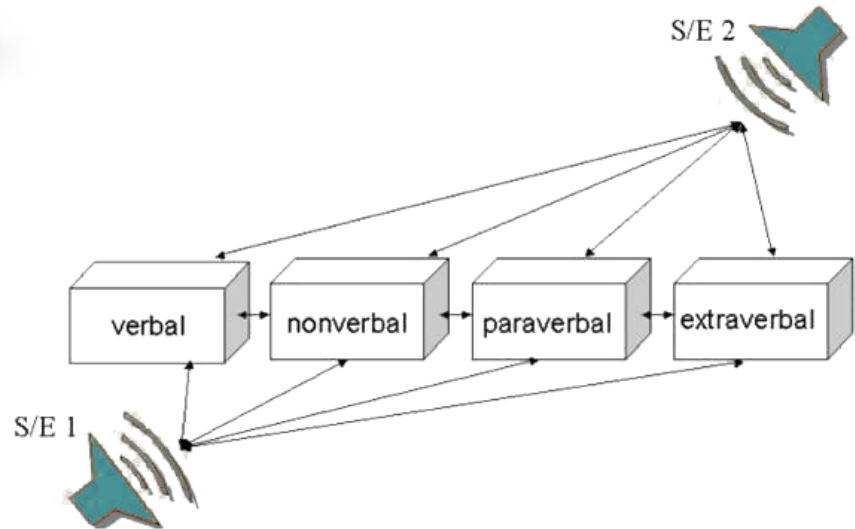
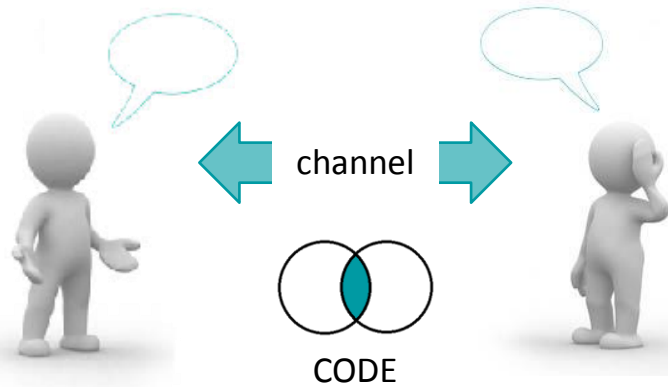
Video: „My glas is empty!“

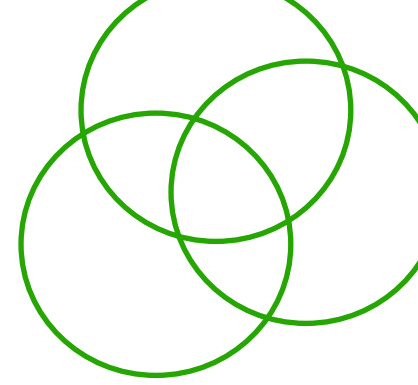
Communication



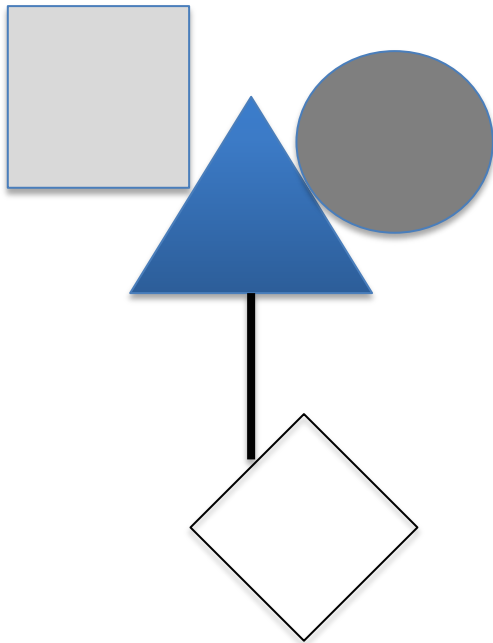


How does communication work?





Communication exercise



Preparation:

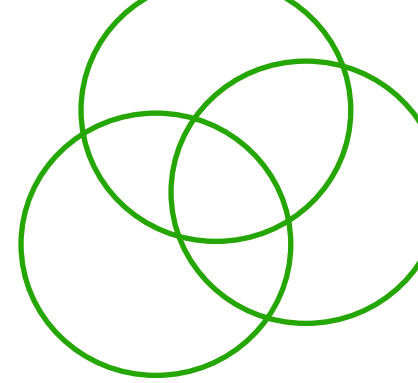
- Get together in pairs
- One person is sitting at a table and the other person is sitting right behind him/her facing the opposite direction
- The person sitting at the table will need a paper and a pencil

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:

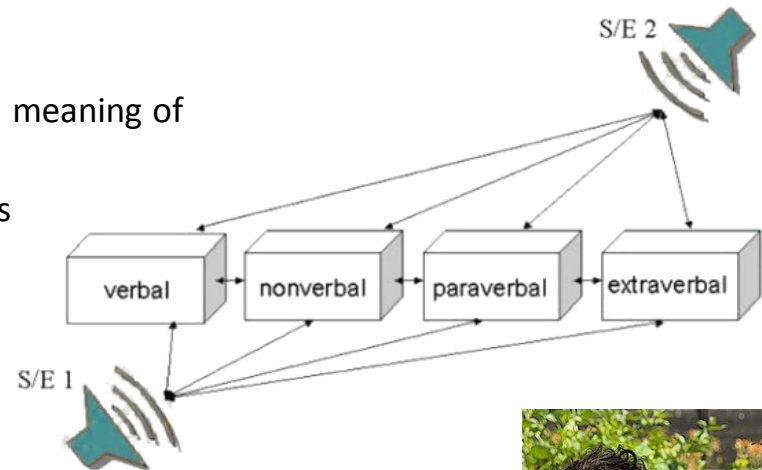
- ☞ distance (Proxemik), facial expressions, seating arrangements, eye contact, gestures
- ☞ images, colors, fonts, design

☞ Para-Verbal:

- ☞ volume, pitch, speaking rate, cough, pauses
- ☞ notation (bold, small caps), punctuation

☞ Extra-Verbal:

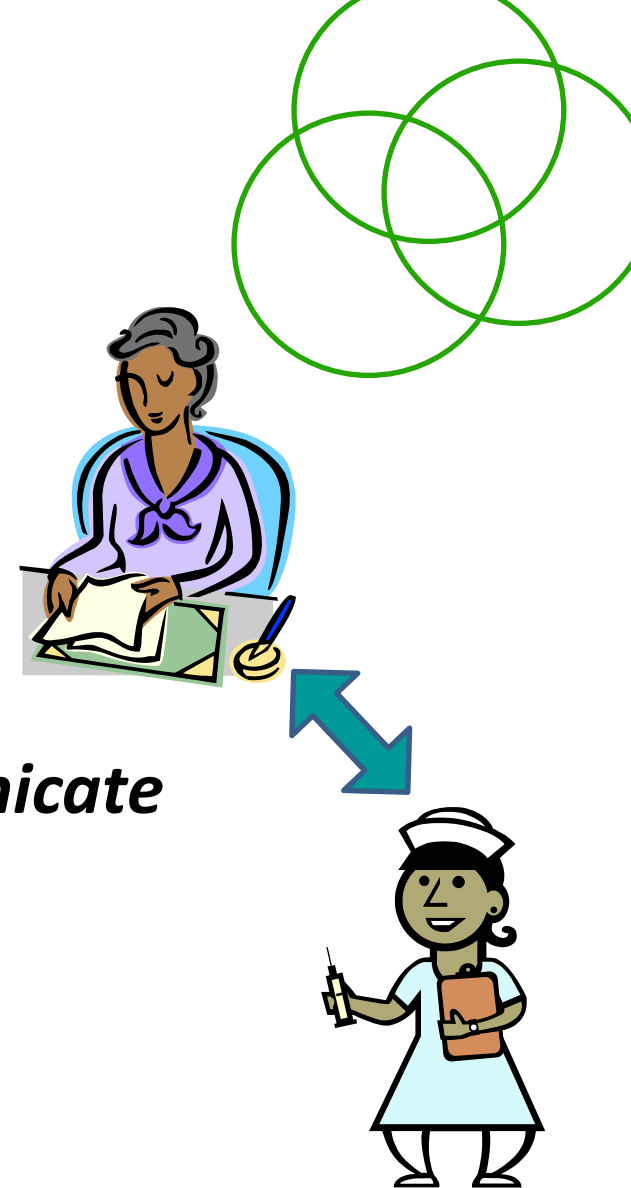
- ☞ time, place, dress code, status symbols
- ☞ frequency, medium, formats

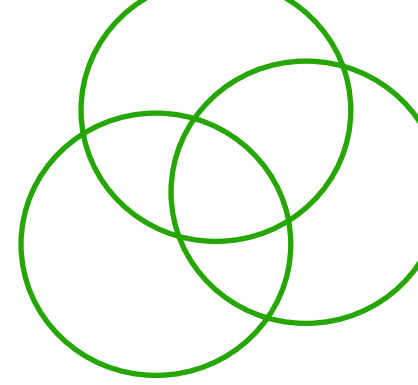


First answer of a care-manager to the question:
„What do you expect from migrant
care-workers?“

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

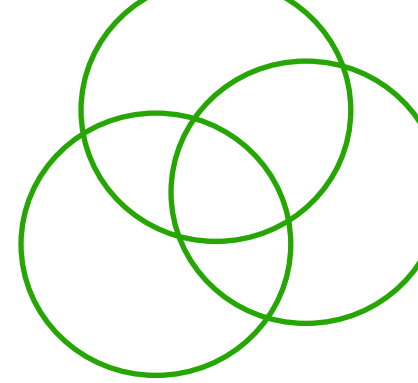
→ **direct vs. indirect communication
(e.g. how to express criticism and wishes)**





Perception

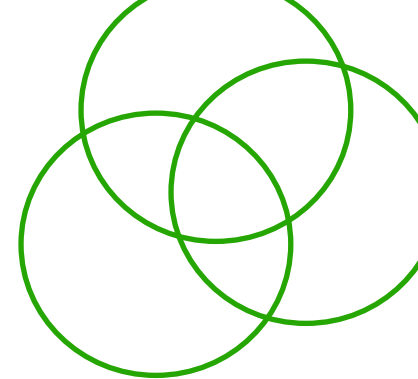
Do we see what is there,
or do we see, what we want so see?



Awareness Test



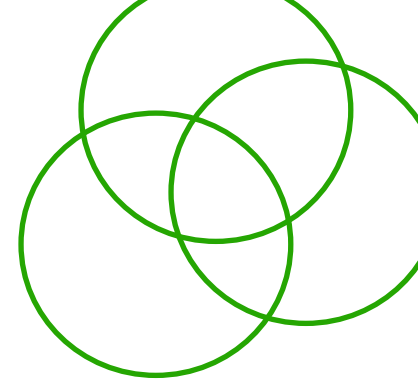
Please count – how many passes the team in white makes!



Awareness Test



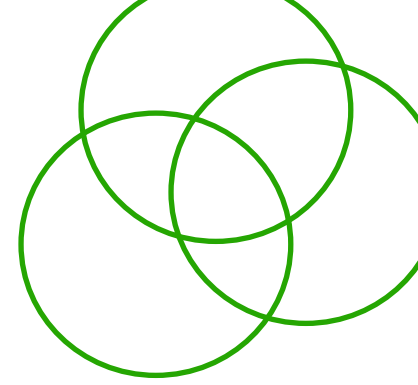
What is happening?



Change of perspectives



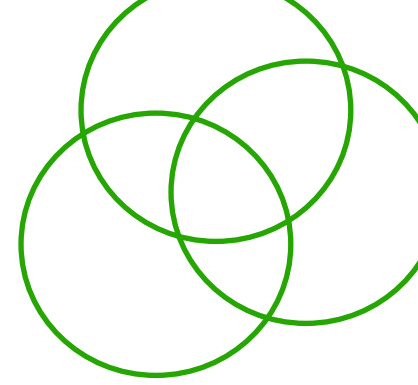
Clear story!?



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.



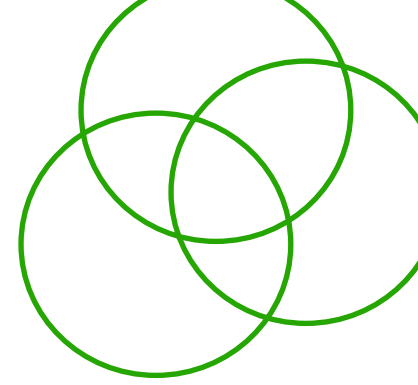
Change of perspectives

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



intercultural
aspects of
communication

- Training intercultural awareness

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