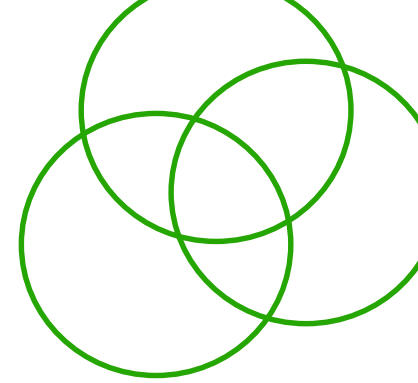


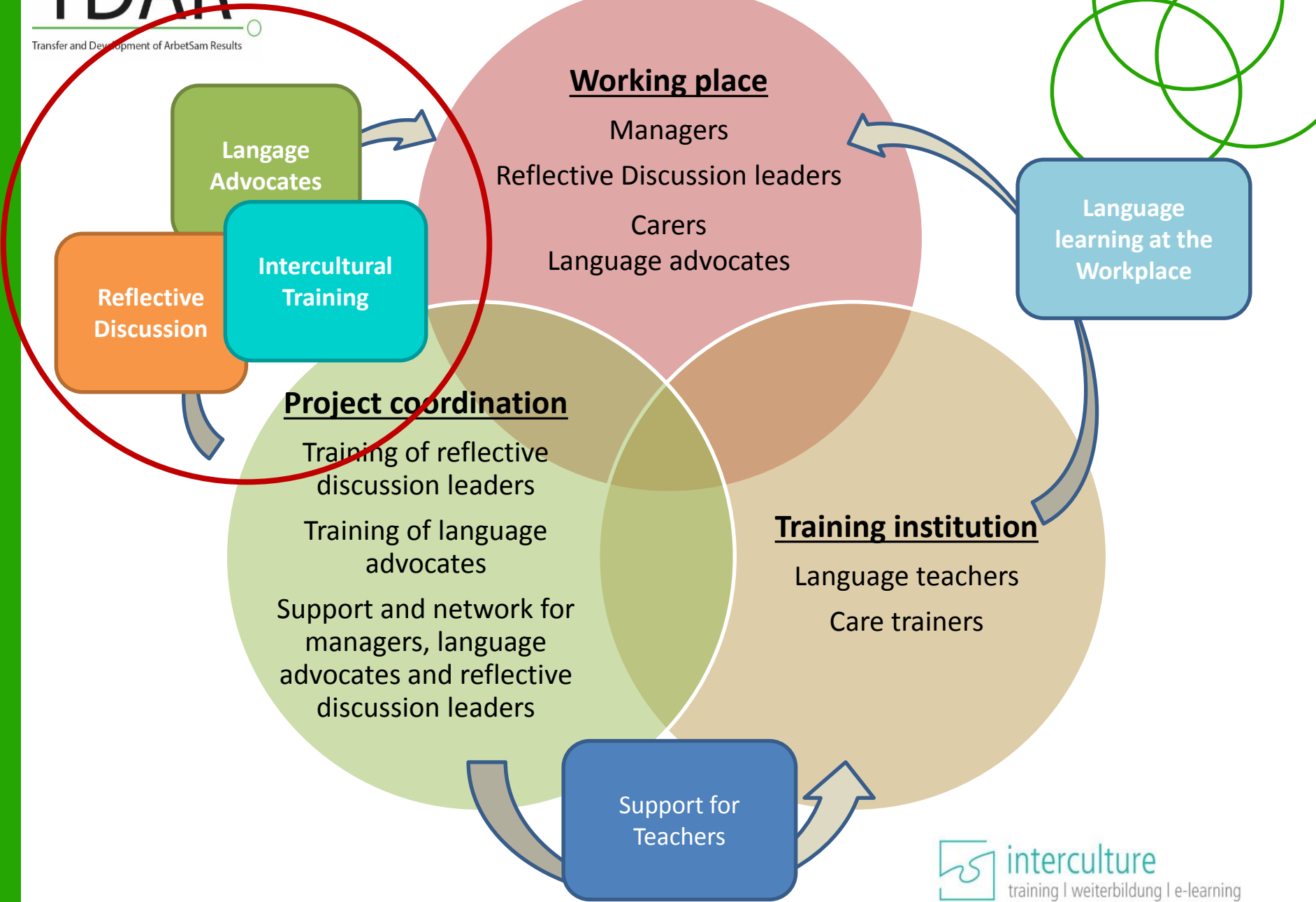
intercultural training reflective discussion language advocates

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, ...



Working place

Managers
Reflective Discussion leaders
Carers
Language advocates

Language
Advocates

Intercultural
Training

Reflective
Discussion

Project coordination

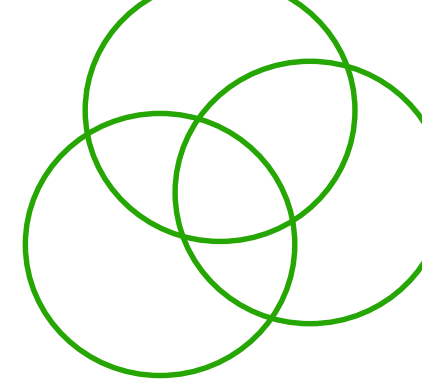
Training of reflective
discussion leaders
Training of language
advocates
Support and network for
managers, language
advocates and reflective
discussion leaders

Training institution

Language teachers
Care trainers

Language
learning at the
Workplace

Support for
Teachers



What has happened?

Langage Advocates

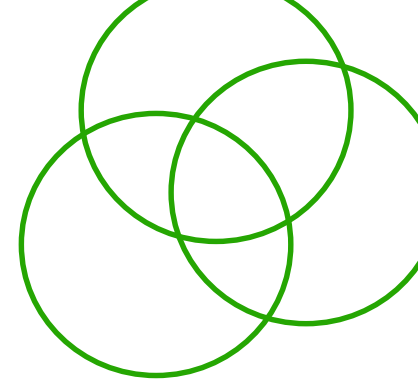
- ☞ Translated and analyzed Arbetsam Curriculum
- ☞ Developed new Curriculum for Germany
- ☞ Developed learning material to fill Curriculum
- ☞ Translated Curriculum into English

Reflective Discussion

- ☞ Translated and analyzed Arbetsam Curriculum
- ☞ Developed new Curriculum for Germany (culture-sensitive approach)
- ☞ Translated Curriculum into English
- ☞ Tested parts of the curriculum

Intercultural Training

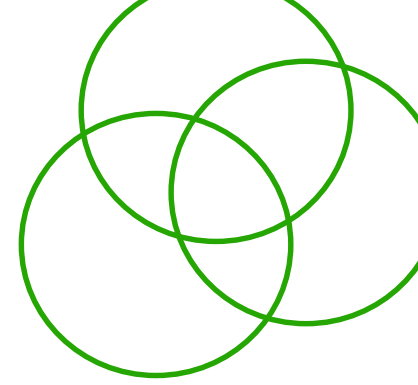
- ☞ Developed a short training-program + learning material (face-to-face)
- ☞ Developed and adapted 6 E-learning modules on basics of intercultural communication
- ☞ Tested training-program
- ☞ Translated training-program + E-Learning into English



Language Advocates - Curriculum

Language Advocates

Presentation round
Presentations, Expectations, Topics, Wishes, Questions
Foreign language learning in adulthood
Experience of self-explaining terms
Awareness of languages (Oral & Written)
Typical mistakes
Grammatical regularities
Phonetic regularities
Suggestions for support
Correcting mistakes
Collecting correction suggestions
Critical communication situations
Communication strategy
Learning strategies
Learning vocabulary
Position and task of the language assistant
Time management
Feedback and conclusion



Language Advocates - Example

Language
Advocates

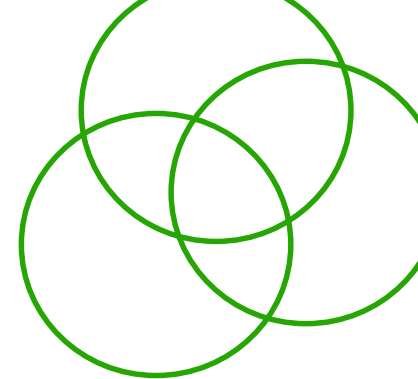
Phonetic Regularities

Please pronounce the following words:

- ☞ Sjuksköterska
- ☞ Vårdhem
- ☞ interkulturellt lärande

And what about these:

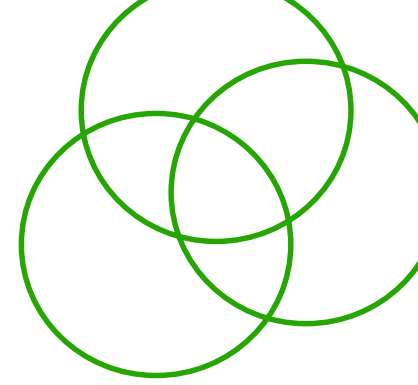
- ☞ Türe (German: door)
- ☞ Croissant (French: Croissant)
- ☞ Ferrocarril (Spanish: Railroad)
- ☞ Déguórén (Chinese: German)



Reflective Discussion

Reflective Discussion

Stage	Steps
1. Arrival	Welcome the participants and open the reflective discussion. Everyone talks about his or her present sensitivities.
2. Follow-up	The CI from last time reports (if he wants to) how he dealt with his problem after the discussion.
3. On Top	Every P shares the things that are 'on top' for him right now.
4. Choosing a Case	The group chooses the case at hand by their mechanism of choice.
5. Presentation of the Case	The case initiator states his case, the discussion leader listens actively and asks questions about the context, key situations, and emotional states if necessary.
6. Process of Consultation	The case presented is examined using a method chosen by all
7. Reflection	The CI tells about what became clear during the consultation and what surprised him.
Optional: Second Round of Consultation and Reflection	If the CI wishes so, then the consultants choose another method and execute it by help of the discussion leader.
8. Phrasing a Question	The case initiator formulates a question concerning his problem for the participants to answer, supported by the discussion leader.
9. Suggesting Solutions	The advisers each give ideas to answer the question. The case initiator can give a short feedback at the end.
10. Closing the Discussion	At the end, there is another stating of emotions. The most important questions are: How did I feel in the group? How did I relate to the case? Or: How do I feel compared to the beginning of the session?



Intercultural Communication - topics

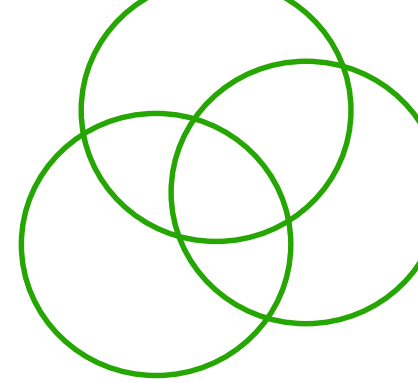
Intercultural
Training

E-Learning

- ☒ Communication
- ☒ Culture
- ☒ Perception
- ☒ Otherness
- ☒ Collective Memory
- ☒ Interculturality

Face-to-face

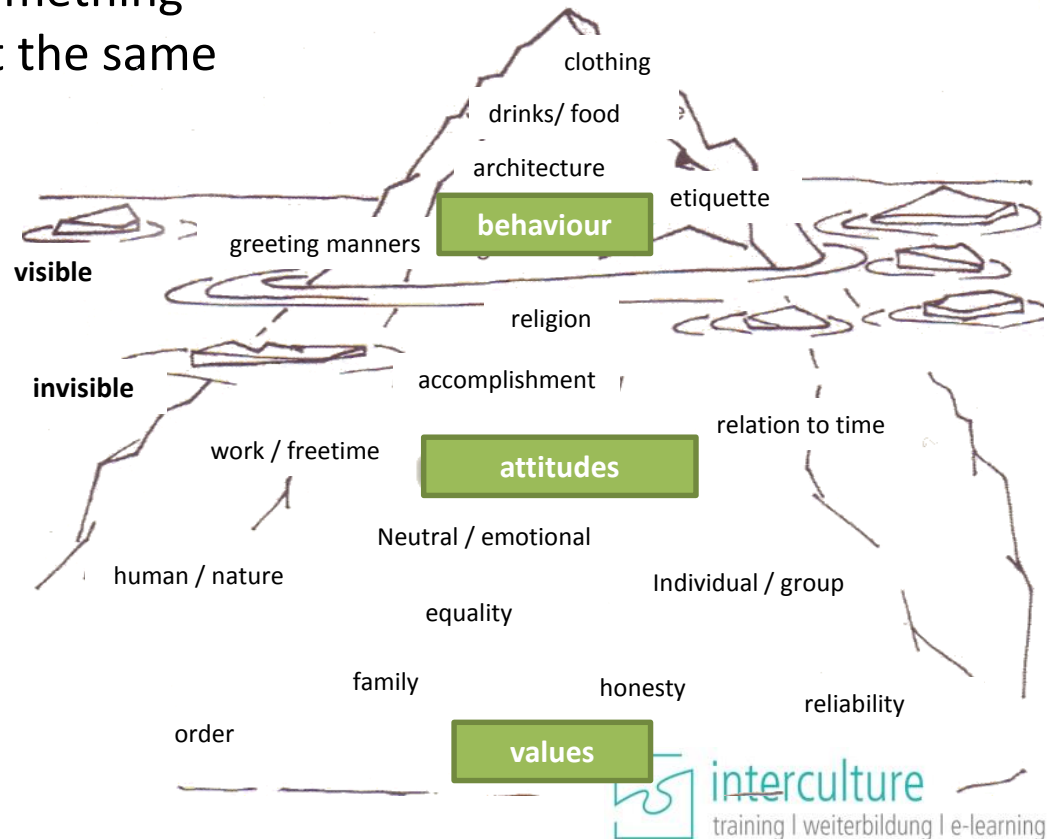
- ☒ Culture
- ☒ Communication
- ☒ Perception

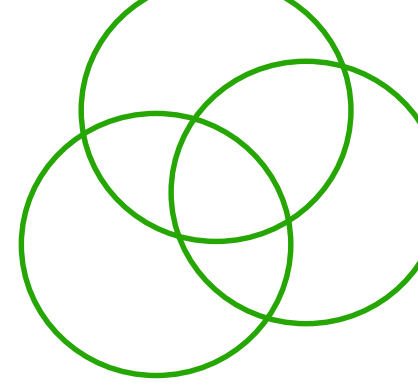


Intercultural Training - Example

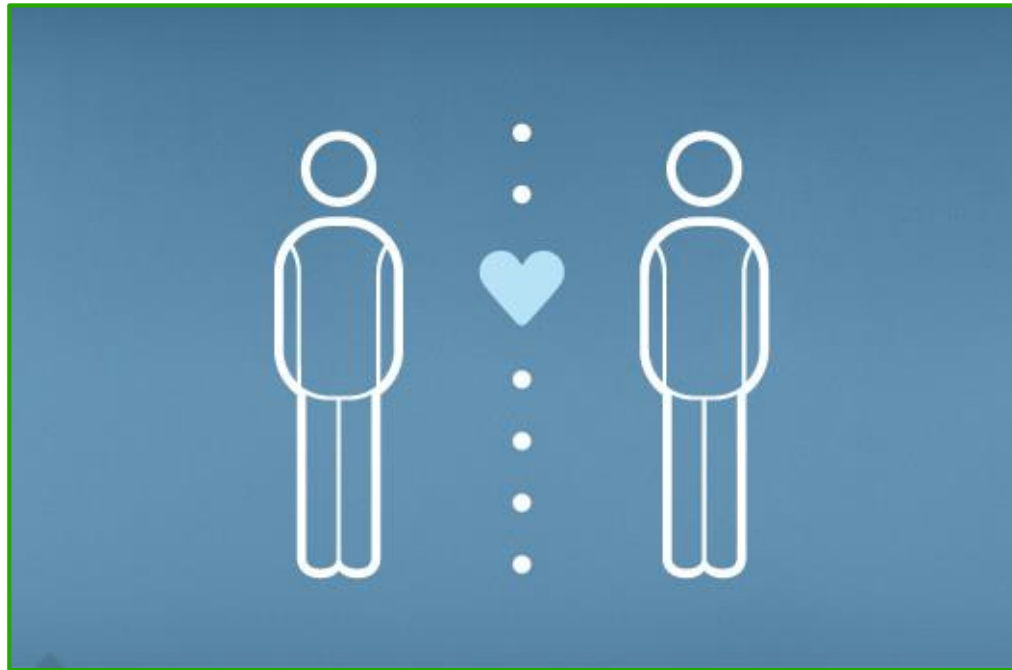
What is culture?

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

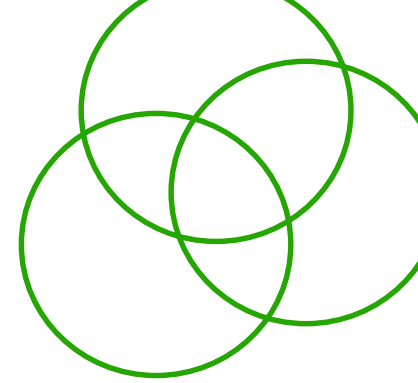




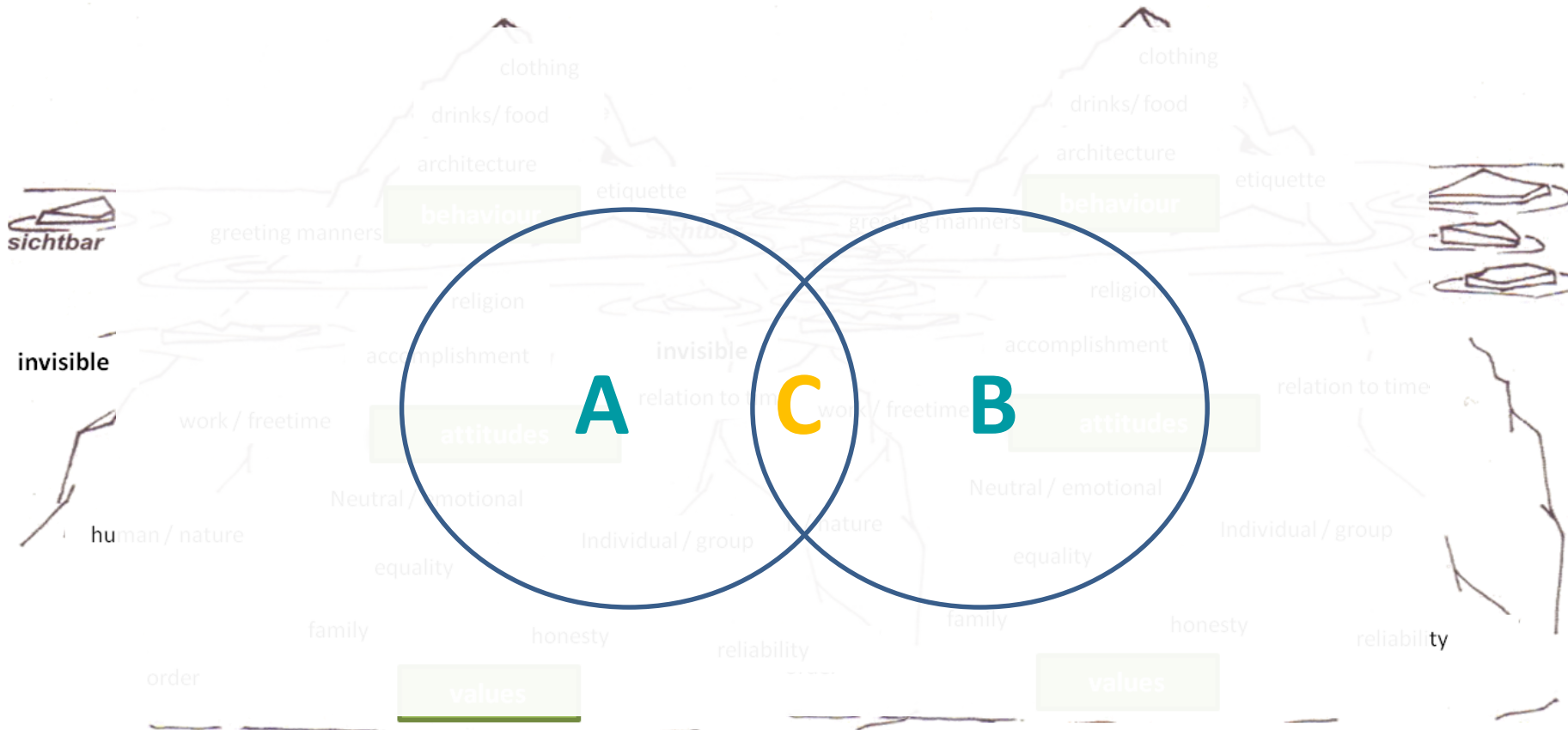
Abigail



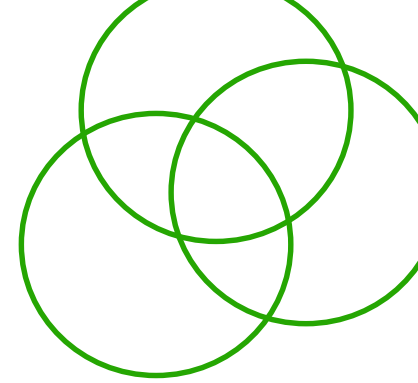
the touching story of Abigail



What is **interculture**?



Where do intercultural conflicts arise?



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Thank you for your attention!

Any further questions:

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