

INTERCULTURAL FLUENCY

TRAINING MODULES AND COMPETENCIES

MODULE 1. Intercultural fluency: the foundations (Day 1)

Understand key ideas about cultural difference and be able to apply this to practical situations.

This module asks participants to:

- examine their own cultural influences,
- identify what makes cultures that they are familiar with distinct,
- be open to and enthusiastic about cultural difference,
- identify their intercultural strengths and areas needing further development.

By the end of the module participants will have:

- a good understanding about how culture, personality and the wider world influence what happens in the workplace,
- used re-usable tools which help identify: the 'below the surface' values and expectations which help explain why people tend to behave in particular ways and a range of cultural preferences,
- assessed your intercultural strengths and identified areas needing further development.

2. Building rapport in new cultural situations

- identified areas for professional and personal development.

MODULE 2. Building rapport in new cultural situations (Day 1)

Compare the workplace customs of a range of cultures; question stereotyped thinking to build rapport; use active listening skills; adapt questioning styles to complement the cultural conventions of colleagues and clients.

This module asks participants to:

- put themselves in someone else's shoes,
- adjust their behaviour to fit new cultural situations,
- use generalisations about people in a thoughtful way,
- predict situations which will be difficult or uncomfortable for people from different cultural backgrounds,
- compile practical tips for 'making a good first impression'.

By the end of this module participants will:

- be sensitive to the importance of making a good first impression and have strategies to support this,
- understand the benefits and pitfalls about making and using generalisations about typical cultural characteristics of others,
- have practiced active listening and adapting their questioning style to suit different cultural situations.

MODULE 3. Communicating across cultures (Day 2)

Understand how communication preferences differ between cultures; being able to adjust own communication style to complement the cultural conventions of colleagues and clients and to present ideas clearly in multilingual situations.

MODULE 4. Building intercultural teams (Day 2)

Understand how culture and language can affect intercultural teams (including virtual teams); problem-solve using intercultural case studies.

MODULE 5. Influencing others across cultures (Day 3)

Understand how culture can affect the effectiveness of feedback; using deep understanding of cultural difference to motivate others; earn trust in intercultural situations.

MODULE 6. Handling conflict across cultures (Day 3)

Understand how culture can affect views about conflict and its resolution; use conflict-resolution strategies and techniques in intercultural conflict situations.