

## COURSE DATES 2018

26 March – 06 April

06 – 17 August

22 October – 02 November

## TARGET AUDIENCE and COURSE SUMMARY

This two-week course is for teachers, trainers and educational professionals who want to better understand the challenges of teaching intercultural communication skills and teaching culturally diverse student groups, whether it through teaching multi-cultural groups, students of migrant backgrounds, or preparing groups for working or studying in multi-cultural environments. Participants need to be at a B1 level of English.

Week 1 will provide a solid introduction to the teaching of intercultural skills. The course combines established theoretical approaches to culture with new insights into intercultural communication, and places a strong emphasis on developing practical skills for the classroom. You will learn about the challenges of working in different environments and approaches to teaching aspects of intercultural communication. You will develop your skills for teaching in areas such as building rapport, influencing and managing conflict in professional contexts.

In week 2 the key models of culture and cultural theory will be discussed in further detail. In this week, participants will design and create a comprehensive intercultural skills training programme and plan its implementation in their own teaching context. They will be coached by their trainer and supported by other participants.

The course integrates different approaches to culture with insights from interpersonal communication, and also places emphasis on further developing participants' own skills, for examples for building rapport, influencing, and managing conflict in professional contexts.

Either week of this course can be taken separately. For further details, please see our separate course overviews for our Introductory level week 'Diversity in Education: Developing Intercultural and Communication Skills' or our follow-on week 'Diversity in Education: Designing Intercultural Programmes' (prior knowledge is necessary to join in week two without having participated in week one).

## PREPARATION

This two-week course does not require any mandatory prior knowledge of cultural theories and practices. Suggested reading lists will be provided. Participants will also be sent a pre-course questionnaire to assess their educational contexts and how, as educators, they need to develop interpersonal skills to support intercultural dialogue. This will help to adapt the course to their educational contexts. They will also receive information about York to prepare for their cultural experience.

## OBJECTIVES and METHODOLOGY

By the end of the course participants will:

- understand different approaches to intercultural communication skills training and techniques for delivery
- be familiar with a range of different intercultural competence models, theories and approaches
- be aware of the role which attitude and perception has on intercultural communication
- know which interpersonal communication skills underpin successful communication across cultures e.g. building rapport, influencing, managing conflict, creating trust, etc. and have further developed their own skills in these areas
- know how to assess the effectiveness of intercultural training activities
- have practical ideas on how to design intercultural training courses to develop intercultural communication skills
- have designed and delivered mini-teaching points on intercultural skills and received coaching and feedback

An interactive communicative approach is applied, which provides participants with their own experiential learning of the activities and methodologies. Input sessions involve brainstorming, analysis, problem-solving, and role-play, both in pair work and group work. Participants are actively involved in the sessions to maximize their learning and to experience activities from their learners' point of view.

Participants will receive group and individual feedback on their ideas and teaching practice to help them work on their own activities and course design. They will have an extensive range of resources available and receive ongoing coaching. Participants are also introduced to key websites related to the further development of their intercultural skills and personal professional development.

## FOLLOW UP

The course ends with a reflection and evaluation session, in which they are encouraged to create a Personal Development Action Plan, and implement the training programme they will have created on the course. Participants are invited to join the York Associates Community, which allows networking and contact with the trainers and fellow colleagues, and with participants from other courses.

## SAMPLE COURSE PROGRAMME

Week 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Session One</b>	Ice-breaker Introduction to the course: objectives and methodology	Communication fundamentals: Speaking and listening effectively	How to persuade and influence people across cultures	How to understand and manage cross-cultural conflicts	Preparation and teaching practice
<b>Session Two</b>	Simulation: travelling to and unknown place - asking the right questions - learning to think before you speak - building relationships	Teaching methodology: - decision-making across cultures - understanding and using intercultural competence models in class	Teaching methodology: - delivering intercultural activities - facilitation versus training	Culture: a developmental approach - using feedback effectively in intercultural situations (with colleagues, customers, students and their parents)	Resources: published training materials, simulations, websites, organisations
<b>Session Three</b>	Teaching methodology: - introducing concepts of culture in the classroom - models of culture	Video case study: travelling to a new culture - discussion and application to own context	Understanding different learning styles and learning methodologies  Coaching techniques for teaching about culture	Free time / Self-study	Personal Action Plan and further professional development  Review and feedback



Week 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Session One</b>	Introduction to the course – objectives and methodology  Review of key approaches to culture and diversity, and key challenges of internationality	Mini-presentations and feedback: Initial course design context and ideas	Teaching methodology: - using feedback effectively in intercultural training courses - understand and manage cross-cultural conflicts in training programmes	Key resources for your training programme: Ideas, sources, references  Discussion	Mini-teaching practice of a key element of your course design with feedback and reflection
<b>Session Two</b>	Designing an intercultural communication skills programme - a step by step approach - delivering intercultural courses - facilitation versus training	Profiling own intercultural competence  Understanding and integrating intercultural competence models in practice	Individual coaching techniques and practice  Peer coaching and support	Mini-teaching practice of a key element of your course design with feedback and reflection	Further Resources (Advanced) published training materials, simulations, websites, organisations  Evaluating intercultural training – measuring the success of training
<b>Session Three</b>	Teaching methodology: Getting started on goals. Objectives and structure	Communication fundamentals: key interpersonal skills	Programme design, facilitation and support	Free time / Self-study	Personal Action Plan and further professional development  Review and feedback

Each session is 90 minutes long. Exact timings will be confirmed before your course.

*If your availability is limited, this course can be taken separately as individual weeks focusing on*

*1) 'Diversity in Education: Developing Intercultural and Communication Skills'*

*or*

*2) 'Diversity in Education: Designing Intercultural Programmes' (prior knowledge is necessary to join in week two without having participated in week one).*



## COURSE PACKAGE:

<b>Course Fee</b>	<b>£790</b>
<b>Programme and accommodation placement fee</b>	<b>£100</b>
<b>Accommodation (standard homestay, half board, 13 nights)</b>	<b>£390</b>
<b>Total one-week programme fee</b>	<b>£1280</b>

### Programme Package fee includes:

- Course fee, Registration and Accommodation fees
- Training / Tuition: 42 hours over 10 training days (2 Week Programme)
- Standard host family accommodation (13 nights single room, shared family bathroom, half-board basis, 30min to 1hr walk/bus ride from York Associates). Further accommodation options available on request.
- End of Course Certificate

All programmes have a Saturday or Sunday arrival with a Monday course start day. Accommodation will be confirmed upon booking.

## TO REGISTER FOR YOUR COURSE:

### York Associates

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