



## COURSE DATES 2016

April 4<sup>th</sup> – 8<sup>th</sup>

July 11<sup>th</sup> – 15<sup>th</sup>

## TARGET AUDIENCE

This highly interactive course is for teachers, staff and managers of educational institutions who want to develop their own intercultural skills in order to be able to communicate more effectively in an international context. Participants need to be at a B1 level of English.

## COURSE SUMMARY

The course integrates the study of different approaches to culture with insights from interpersonal communication, and places strong emphasis on developing participants' own skills, for examples for building rapport, influencing, and managing conflict in professional contexts. You will learn about different approaches to culture with insights from interpersonal communication, and develop your own skills in the areas listed above.

## PREPARATION

This course does not require any mandatory preparation but 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 fully customise the course to their educational contexts. They will also receive information about York to prepare for their cultural experience.

## OBJECTIVES

By the end of the course participants will:

- understand the most important theories and approaches to intercultural communication
- be familiar with a range of different intercultural competence models
- 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.
- have practical ideas on how to apply different communication strategies in different cross-cultural contexts

## METHODOLOGY

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

Participants are asked to reflect on the activities, inviting discussion with regard to their own pedagogical knowledge, skills and contexts.

Participants are also introduced to key websites related to the further development of their intercultural skills & personal professional development.

## FOLLOW UP

Participants will be invited to join the Dialogin intercultural network which provides extensive web-based materials and ideas for on-going personal development. Participants will also be encouraged to use the networking opportunities available via the York Associates community.



## SAMPLE COURSE PROGRAMME

### DEVELOPING MY INTERCULTURAL SKILLS

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9.00 - 10.30	Introduction to the course – objectives and methodology  Developing intercultural communication skills	Communication fundamentals: speaking and listening effectively	Developing intercultural communication skills: How to persuade and influence people across cultures	Developing intercultural communication skills: How to understand and manage cross-cultural conflicts	Working and communicating virtually across cultures (tips and tricks)
10.45 - 12.15	Simulation: travelling to an unknown place - asking the right questions - learning to think before you speak - building relationships	Decision-making in meetings: - video case study: travelling to a new culture (Kai Bendix) - profiling own intercultural competence	Culture: a coaching approach - understanding different learning styles and learning methodologies	Culture: a developmental approach - using feedback effectively in intercultural situations	Culture: a learning approach - what did I learn? - continuing my learning: published training materials, simulations, websites, organisations
13.30 - 15.00	Culture: a theoretical approach - introducing concepts of culture in the classroom - models of culture - describing and drawing cultures	Culture: a competence approach - understanding and using intercultural competence models in practice	Coaching techniques and practice	Giving and getting feedback practice	Personal Action Plan and further professional development  Review and feedback

### PROGRAMME PACKAGE

<b>Course Fee</b>	<b>£280</b>
<b>Programme and accommodation placement fee</b>	<b>£100</b>
<b>Accommodation (homestay 6 nights)</b>	<b>£180</b>
<b>Total one-week programme fee</b>	<b>£560</b>

**Programme Package fee includes:**

Course fee

Registration fees

Training / Tuition: 22.5 hours over 5 training days (1 Week Programme)

Host family accommodation (6 nights single room stay on Half Board basis, with Breakfast/Dinner daily). Further accommodation options available on request.

Accommodation placement fee

End of Course Certificate

All programmes have a Saturday or Sunday arrival with a Monday course start day.