



LTS training and consulting

## ***Developing Intercultural Training Skills***

### **A trainer training course**

#### **About the course**

*Developing intercultural training skills* is a five-day (30 hours) train-the-trainer course, which is held at LTS in Bath and by request at locations abroad. The course trainers are Adrian Pilbeam and Philip O'Connor. The course is designed for experienced trainers from fields such as business language training, communication skills training and management training, who wish to learn more about the theory and practice of intercultural training, both to integrate intercultural topics into their current training and also to deliver their own intercultural training courses. Exchange of experience with other participants is also a valuable part of the course.



#### **Objectives and outcomes**

By the end of the course, participants will:

- have a good understanding of the key conceptual frameworks of the intercultural field
- be able to define how cultural values influence attitude and behaviour
- be aware of how culture forms an integral part of international communication
- be able to incorporate intercultural elements into their own areas of training
- be familiar with the main types of intercultural training
- be able to design different types of intercultural training courses
- be familiar with training techniques, activities and materials for intercultural training
- know how to use different tools to evaluate the success of intercultural training

There will be some pre-course reading and tasks. All participants who complete the course successfully will receive the **LTS Certificate in Intercultural Training**.

#### **Course fee: £750 or €950 (No VAT is charged)**

Trainers working in higher education and adult education in most European countries outside the UK may be able to apply for EU funding under the Erasmus + programme. Applications must be made by the organisation for which they work, not by the individuals themselves. Applications need to be made to your Erasmus + National Agency. Contact us for more details.

**Dates for the course in Bath in 2017**

**9-13 January, 27-31 March, 19-23 June, 18-22 September**



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### Day 1 – An introduction to the cross-cultural field

- Introduction and objectives
- Intercultural simulation and debrief
- Perceptions of other cultures
- What is culture?
- Cultural values
- Impact of values on work practices

### Day 2 – Culture and communication

- Key cultural models, frameworks and dimensions
- Culture and communication – verbal and non-verbal
- Communication styles
- Impact of culture on social interaction, meetings and discussions, presentations, negotiations, written communication, telephoning
- Examples of materials and activities

### Day 3 – Types of intercultural training and training activities

- What do we mean by intercultural training?
- Types of intercultural training
  - culture-general versus culture-specific
  - culture training for relocation
  - general awareness raising
  - working in international teams
  - intercultural communication in academic contexts
- Designing a country specific intercultural training session for relocation
- Activities and materials for intercultural training – artefacts, critical incidents, video and DVD clips, YouTube and Ted Talk clips, role plays, simulations
- Micro-teaching tasks

### Day 4 – Types of intercultural training and training activities

- Tailoring training design to differing learning styles across cultures - cognitive learning, experiential learning, engaging with the learners' emotions
- Delivering an intercultural seminar – facilitation vs training
- Designing intercultural training courses – needs assessment, course design, activities and learning approaches, selection of materials
- Workshop task on course design related to participants' own interests

### Day 5 – Training delivery and evaluation

- Using role plays and simulations – group simulation with feedback
- Assessing intercultural competence - methods and tools
- Evaluating intercultural training - measuring the success of training
- Sources for further reading and professional development
- Course review and personal action points

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