



LTS training and consulting

## *Developing Intercultural Training Skills*

### A trainer training course leading to the **LTS Certificate in Intercultural Training**

#### About the course

*Developing intercultural training skills* is a five-day train the trainer course which has been held regularly at LTS in Bath and at locations abroad since January 2005. 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**.

**Dates for the course in Bath in 2012 are:**

**16 - 20 January      12 - 16 March      25 - 29 June**

**17 - 21 September      26 - 30 November**



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### Course outline

#### 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, 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
  - 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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### About LTS

**LTS training and consulting** was founded in 1980 and is based in Bath. The company provides business English, communication skills and intercultural training to corporate and institutional clients worldwide. Since 2003 LTS has been one of the leading organisations worldwide providing trainer training in the intercultural field.



### Facilitators

The facilitators of this course are Adrian Pilbeam and Philip O'Connor. Both have long experience as senior training consultants with LTS in Bath, and have run intercultural training and trainer training sessions in many parts of the world.



### Course fee (per participant)

**€850** (or **£725** for those not in the Euro zone)

This price includes all course materials and refreshments. Accommodation can be arranged in guest houses, hotels or with British host families, from £45/ €55 per night.



### Grundtvig in-service training grants

Trainers involved in adult education in most European countries outside the UK can apply for Grundtvig in-service training grants under the EU Lifelong Learning Programme.

The course reference number is: UK-2008-674-005.

Contact us for details or see:

[http://ec.europa.eu/education/grundtvig/doc874\\_en.htm](http://ec.europa.eu/education/grundtvig/doc874_en.htm)

### Location

The course will take place at the LTS training centre in Bath, UK. We can also run a similar or tailored version of this course on an in-house basis worldwide. Contact us for details.

Recent in-house courses have been run for trainers at Air France, Audi Akademie and Fokus Sprachen in Germany, KEY AB in Sweden, The British Council in Rome and for facilitators from the SkyTeam airline alliance from France, the US, Italy and Mexico.



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### LTS and Bath

LTS has its training centre in Bath, a UNESCO World Heritage site and one of Britain's most attractive cities. Bath is also close to well known historic sites, such as Stonehenge and Avebury. The LTS training centre is just 5 minutes on foot from the city centre.

Bath is 180 km west of London, with excellent transport links. The nearest airport is Bristol (40 minutes by taxi), with direct flights from many European cities or connections via Amsterdam, Brussels and Paris. London Heathrow Airport takes 2 to 2.5 hours by train or coach.



**To book your place, please fill in the form below  
and send a scanned copy back to LTS to [adrian.pilbeam@lts-training.com](mailto:adrian.pilbeam@lts-training.com)**

Name .....

Organisation .....

Job title .....

Address .....

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Telephone .....

Fax .....

E-mail.....

I would like to participate in the  
*LTS Developing Intercultural  
Training Skills* course. Please  
book a place for me on:

- 16 - 20 January 2012
- 12 - 16 March 2012
- 25 - 29 June 2012
- 17 - 21 September 2012
- 26 - 30 Nov 2012
- I would be interested  
in organising an  
in-company seminar

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