LTS training and consulting

Developing Intercultural Training Skills

A trainer training course – delivered online

About the course

Developing intercultural training skills is an online train-the-trainer course, adapted from the face-to-face course held regularly at LTS in Bath and at client locations abroad since 2005. This interactive online version of the course was launched in March 2021. It consists of 8 weekly modules of 3 hours each, plus weekly tasks and short assignments. The trainers are Adrian Pilbeam and other members of the LTS team.

The course is designed for trainers and coaches from fields such as language, communication, social work, business and management in both professional fields and higher education. The course aim is to introduce the theory and practice of intercultural training, so that participants can integrate intercultural topics into their current work, and also design and deliver their own intercultural courses. Exchange of experience with other participants is a valuable part of the course.

Objectives and outcomes

By the end of the course, participants will:

- have a good understanding of key theories and concepts of the intercultural field
- be aware of how culture forms an integral part of international communication
- be able to incorporate intercultural elements into their own areas of training/coaching
- be familiar with the main contexts and scenarios for intercultural training
- have experience of using different training methods, activities and materials
- be able to design intercultural training courses for different needs
- be familiar with different tools to assess intercultural competence
- have ideas to further develop their career in the intercultural field

There will be some pre-course reading and tasks between sessions. A detailed *Learners' Guide* forms part of the course. All participants who complete the course successfully will receive the **LTS Certificate in Intercultural Training**.

Course fee: £825 or €975 (No VAT is charged)

Next dates for the course in 2022 (online)
10 February – 7 April (3hrs per week x 8; 17.00 – 20.00 CET)

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Module 1 (10 February): An introduction to the cross-cultural field
- Introduction and objectives
- Hello activity
- Intercultural simulation
- Cultural rules and norms

Module 2 (17 February): What is culture?
- Metaphors of culture
- Perceptions of other cultures / DIE approach
- Cultural stereotypes
- Cultural values and their impact on behaviour

Module 3 (24 February): Key cultural theories
- Key cultural models, frameworks and dimensions - how to use them

Module 4 (3 March): Culture and communication
- Verbal and non-verbal communication
- Communication styles
- Impact of culture on areas such as social interaction, meetings, presentations, negotiations, remote working, written communication

Module 5 (10 March): Contexts for intercultural training
- What do we mean by intercultural training?
- Types of intercultural training
    - culture-general versus culture-specific
    - training in professional contexts
    - training in education contexts

Module 6 (17 March): Activities and materials for intercultural training
- Artefacts, quizzes, critical incidents, dialogues, video clips
- Using role plays and simulations – group simulation with feedback
- Micro-teaching tasks with feedback

Module 7 (24 March): Designing intercultural training courses
- Needs assessment, setting objectives, course planning, selection of materials activities, choice of methodology, evaluation
- Adapting course design to different learning styles
- Individual course design tasks (completed and submitted offline within 14 days)

Module 8 (7 April): Assessing intercultural competence and evaluating training
- Oral presentation of course design tasks followed by feedback
- What is intercultural competence – assessment methods and tools
- Measuring the success of intercultural training
- Recommendations for further professional development
- Course review and personal action points