

## Intercultural competence: *work more successfully with international & home students*

Are you in an institution that is growing in terms of the diversity in cultures of its' student and staff due to the internationalisation of Higher Education? How can these changes benefit your personal and professional growth and your interactions with students and colleagues? And how can you develop the knowledge, skills and attitudes that make up the intercultural competencies that can help you to develop your ability to get along with, learn from and work more successfully with people from diverse cultures?

This two-day workshop will examine the nature of cultures and how they impact on individuals and educational contexts. The notion of 'cultures' is explored using several different cultural frameworks: Intersectionality, Cultural Continuums and Multicollectivity. The course aims to raise participants' awareness of how cultures such as age, gender, ethnicity and education shape their personal behaviour, values systems, belief and attitudes and how this will impact on the way they see and interact with students and colleagues from different cultures.

The workshop then goes on to examine the expectations home and international students and colleagues bring with them and how they can lead to both positive outcomes and miscommunications and how to use these situations and turn them into positives. The aim is to build individuals and communities that become increasingly global and thus produce students and academics who are more global in outlook and more able to take this viewpoint out into the international world of work and education.

### Contents

#### **PART 1: Exploring cultures and developing your Intercultural competencies**

- Reflecting on your culture and views of how to 'do things in the right way'
- Reflecting on your educational cultures and the 'right way to do things'
- Examining your attitudes and beliefs: uncovering preconceptions, recognising them and working to develop greater understanding of otherness
- Expanding the notions of 'cultures' by exploring cultural frameworks: Cultural Continuums, Intersectionality and Multicollectivity

#### **PART 2: Applying Intercultural Competencies to your educational context(s)**

- How to get to know your students and colleagues better by using them as a learning resource by using of meta awareness
- Understanding how all students come to HE with ways of working and learned expectations
- Developing intercultural competencies in your students so they work more effectively with each other and become prepared for the global workplace
- Dealing with friction within individuals and across groups
- Solutions for critical incidents; helping students understand expectations in your institution, e.g. how to work and learn independently and collaborative, how to develop critical thinking skills and how to work more effectively in multi-cultural & lingual groups