

‘Operating effectively across cultures’

August 20, 2018 – August 24, 2018

Course Directors:

Jackie van der Kroft and Nicole Kienhuis

E-mail: [info@jackievanderkroft.nl](mailto:info@jackievanderkroft.nl)

Monday, 20 <sup>th</sup> of August 2018		
Time	Activity	Description
10:00-12:30	Course Introduction	Introduction to the training course: program, goals, expectations and getting to know each other
12:30-14:00	Lunch break	
14:00-16:30		Culture and cultural differences: revealing the concepts of culture, and cultural differences

Tuesday, 21 <sup>st</sup> of August 2018		
Time	Activity	Description
10:00-12:30		Intercultural competences & personal profiles based on the <i>Intercultural Readiness Check®(IRC)</i> : introducing the <i>Intercultural Effectiveness model</i> , reflection on personal IRC scores and setting learning goals
12:30-14:00	Lunch break	
14:00-16:30		<i>Perform</i> : building commitment. Theory and exercises on different ways of dealing with conflicts & reconciling ‘cultural’ dilemma’s

Wednesday, 22 <sup>nd</sup> of August 2018		
Time	Activity	Description
10:00-12.30		<i>Connect</i> : intercultural sensitivity and intercultural communication. Theory and exercises on perceptions, direct & indirect communication and adjusting communication styles
12:30-14:00	Lunch break	
14:00-16:30		<i>Diversity &amp; Identity</i> : theory and exercises on the relationship between culture and identity, power and privilege

Thursday, 23 <sup>d</sup> of August 2018		
Time	Activity	Description
10:00-15.00	Fieldwork	<i>Enjoy</i> : managing uncertainty. Bringing intercultural competences into practice by getting challenged personally
15:00-16:30		Plenary debrief and group presentations: reflection, exchange and evaluate experiences on the fieldwork conducted, including intercultural team dynamics

Friday, 24 <sup>th</sup> of August 2018		
Time	Activity	Description
10:00-13:30		Wrapping up: open space, IRC debriefings (individual coaching sessions), personal action plans, evaluations, certificates
13:30-14:30	Concluding Lunch	