Module on the development of intercultural competences

Curriculum for the German seminar

Target Group:

Trainees in logistics („Skilled workers for warehouse logistics")

- seminar for a homogeneous group without migration background; it is possible to adjust it to the requirements of participants with from different cultural backgrounds

Conditions for target group:

- at least first practical experiences from vocational training (i.e. not suitable for beginners)
- open-minded for group work

Length (hours, days):
1 day/ 8 hours

Group size:
max. 20

Educational objective:

- basic knowledge about intercultural competences
- experience knowledge about other countries (example and methods for investigation)
- development of intercultural competences for practice
- dealing wit customers, cooperation partners and colleagues from other cultures

Schedule:

09:00 – 09:15	Welcome and introduction of schedule
09:15 – 10:00	Exercise for the beginning (self perception/ perception by others)
10:00 – 10:30	Introductory lecture about cultural differences and intercultural competence
10:30 – 11:30	Group work and discussion – Where do I need intercultural competences in my work? When do I work with people from other cultures?
11:30 – 12:00	Prejudices and discrimination – from everyday life Group discussion for preparation of exercises geared to conflict resolution and developing multiple-choice exercise

Lunch break 12:00 -12:45

12:45 – 13:30	Intercultural conflicts – potentials for conflicts and solutions Presentation and discussion Avoiding misunderstandings – training how to handle prejudices
13:30 – 14:45	Imparting knowledge – using the example of one country (regional and cultural studies; cultural differences)

Coffee break 14:45 – 15:00

15:00 – 15:45	Role play – complaint management in the company
15:45 – 16:45	Developing rules for good intercultural communication Group work and discussion
16:45 – 17:00	Feedback

Content:

Course follows the 3-step-method (by Maruan Azrak und Steven Pennings - interkult)

1. Achieve cultural self-confidence
   - value system
   - rules influencing our way of communication
2. Dual perspective – culture of the others
   - values, standards and patterns of behavior that form the others
3. Intercultural communication
   - formulating limits of adjustment or adaptation and acceptance
   - rules for communication with people from other cultures

Throughout the course we will refer to the real life in companies.
(We will place the detailed content with examples and presentations later on the wiki!)

Methods:

- Presentation
- Group work
- Discussion
- Role play

Possibility of transfer to other target groups:
Yes, when using examples from the specific field of work.