



Session II A, July 16-20, 2018

12. Facilitating Intercultural Competence: Experiential Methods and Tools

Are you looking for meaningful methods and tools to teach or train about intercultural competence? We will present and practice conceptually grounded and widely used approaches to intercultural competence, such as communication styles, conflict styles, learning styles, the Cultural Detective®, Personal Leadership, and Trialogue. This workshop will equip you with creative methods for understanding general cultural patterns and also as those of a specific culture. We will focus on group dynamics, co-facilitation, adaptation, and strategic management of participants' and clients' needs, as well as the development of your own activities. You can expect to be creatively, experientially, and reflectively engaged.

Designed for: Trainers, educators, managers, consultants, coaches, international education program professionals, counselors, and other intercultural practitioners who wish to enhance their intercultural competence development training/teaching/facilitating/coaching skills. *Some basic knowledge of intercultural communication concepts and some experience with presentation and facilitation are recommended.*

Workshop Objectives

You will have the opportunity to:

- Explore creative approaches to intercultural and diversity teaching and learning
- Gain knowledge of intercultural discovery tools and applications
- Understand yourself as a cultural being and gain insights on the effect you have on others in interactions
- Expand and strengthen your facilitation skills by mastering a variety of new tools and concepts
- Broaden your knowledge of intercultural communication theory and its application to the practice of training, teaching, or coaching
- Build mastery in exploring group dynamics with concentration on teachable moments
- Expand skills to facilitate with spontaneity and be fully present for a group's realities

Learning Activities

- Participation in a variety of experiential activities
- Lecturettes and group discussion
- Group work that addresses specific strategies for various intercultural audiences
- Structured self-exploration
- Discussion of facilitation approaches and strategies
- Skill-building for handling challenging participants and unexpected situations



Dr. Basma Ibrahim DeVries is a professor of communication studies at Concordia University in Minnesota. Basma also provides intercultural and diversity training and consultation to corporate clients, educational institutions, and community organizations. She leads annual student travel and service-learning groups to Egypt and Mexico. Basma was the Intercultural Learning Circle Coordinator and a faculty member aboard the inaugural semester-long voyage of *The Scholar Ship*, where she was responsible for overseeing the intercultural competence development of students, staff, and faculty from 50 countries. Basma co-authored *Communication Highwire: Leveraging the Power of Diverse Communication Styles and Cultural Detective® Egypt*. She served on the national board of SIETAR-USA and is a founder and coordinator of SIETAR-Minnesota.

Tatyana Fertelmeyster is the founder and principal of *Connecting Differences LLC*. She provides intercultural communication and diversity training to corporate clients, educators, and mental health professionals, both nationally and internationally. She specializes in teaching facilitators how to facilitate trainings, meetings, and other group processes. As a Licensed Clinical Professional Counselor, her professional experience includes providing resettlement services to refugees and counseling to individuals and families going through cultural transitions. Tatyana is a co-author of *Cultural Detective® Russia* and a master trainer of facilitators for *Cultural Detective®*. She also co-authored the *Trainers' Guide for Working with Pre-literate Populations*. Tatyana is a past president of SIETAR-USA.



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