



Session I, July 12-14, 2017

5. “It May Be Something Else”: Exploring Challenges and Dilemmas of Intercultural and Diversity Work

Facilitation, training, and teaching always include a balancing act where we juggle the needs and interests of a group with the needs and interests of each individual. Usually our graceful juggling is successful, but sometimes we face unanticipated interactions that are less satisfying and more mystifying. What is going on? What do I do now? How can I manage this person without losing the group? Our responses are often governed by our own professional background. For an interculturalist: is it something cultural? For a diversity professional: is it about power and privilege? For a mental health professional: is it something clinical? The answer is . . . it depends. It can be any, or all, of these, or something very different. We will examine these difficult moments from all three perspectives and build a set of responses to support your facilitation, no matter the source of the resistance.

Designed for: People working with groups and teams: intercultural and diversity trainers and consultants, educators, managers, and those in the helping professions, including mental health, community services, refugee resettlement agencies, health care, etc.

Workshop Objectives

You will have the opportunity to:

- Examine your own assumptions and biases
- Define your understanding of cultural relativity
- Distinguish among cultural/personal/clinical perspectives
- Reflect on ethical dilemmas of “diagnosing” challenges
- Select an immediate course of action among various strategies
- Consider professional hazards and ways to sustain and support yourself while helping others

Learning Activities

In this highly experiential workshop, we will use a broad variety of activities (self-assessments, small group projects, role-play, simulations, and games) to explore the following issues:

- How do we know when “It” is cultural or personal?
- How, within our professional roles and responsibilities, do we identify the difference between what is okay and what is not?
- Where do we draw a line between someone’s resistance and ill intent? And what does that line have to do with who we are culturally?
- How do we negotiate and maintain consistent boundaries?
- What does it take to keep our own sanity while under fire?



Tatyana Fertelmeyster is the founder and principal of Connecting Differences. 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 and is a past president of SIETAR-USA (Society for Intercultural Education, Training, and Research).

Dr. Daniel Cantor Yalowitz is an international trainer and consultant whose work focuses on community-building, conflict transformation, archetypal psychology, social and emotional intelligences, and play. As former dean and vice provost for graduate education at the School for International Training Graduate Institute, Daniel has facilitated credit-bearing courses, presentations, intensive trainings and workshops, conference keynotes, and plenaries in 88 countries to date. Daniel's primary focus through all of his professional endeavors is on social justice and equity issues. He is a committed community activist whose work has been featured on TV and radio in the U.S. and U.K.

