

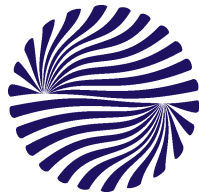


Experience difference.

**The Summer Institute for
Intercultural Communication
2016**

TEACH WISELY
TRAIN EFFECTIVELY
MANAGE THOUGHTFULLY

Summer Institute for Intercultural Communication 2016



THE INTERCULTURAL COMMUNICATION INSTITUTE
8835 SW Canyon Lane, Suite 238, Portland, Oregon 97225 USA
Phone: 503-297-4622
Fax: 503-297-4695
Email: ici@intercultural.org
Web: www.intercultural.org

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A Letter of Invitation to the Summer Institute for Intercultural Communication

July 2016
Reed College
Portland, Oregon
USA

Dear Friends and Colleagues,

We welcome you warmly to our Summer Institute, an intercultural place where you can talk about what you do, and not have to explain yourself, where being intercultural is part of all that we do.

Our life's work is building bridges among cultural differences, softening barriers to living life with cultural others, and probing the mysteries of unknown places and peoples. We do so not only to teach more wisely, train more effectively, and manage more appropriately, but also sometimes for the sheer pleasure of experiencing differences.

The Summer Institute for Intercultural Communication (SIIC) has a 40-year history of providing professional development for people who believe that this work matters. During its first ten years at Stanford University, and for the last 30 under the auspices of the Intercultural Communication Institute (ICI) in Portland, Oregon, SIIC has become a creative—and sometimes downright playful—community of intercultural scholars and practitioners from many cultures that meets each year to renew their energies and commitments.

Many of you who have come to the Institute have commented that SIIC is a culture in itself, characterized by the intensity of the learning experience, its relevance to your professional development, its balanced emphasis on knowledge and skills, and the respectful and supportive atmosphere in which we all gather. SIIC faculty members have been selected not only for their credentials but also for their appreciation of the SIIC participants, who bring a wealth of insight and experience in their own right. As we co-create this highly interactive learning environment, we engage in discussions over long mealtimes and social receptions scheduled every night.

The SIIC atmosphere is inclusive—all participants should expect that their cultural differences will be appreciated and that there will be interest in mutual learning about those differences. Whether you are leading a global team, designing a new diversity initiative, preparing a course for fall term, or directing a study abroad program, you can anticipate a lively week or two of intense engagement with intercultural issues and resources—networking, listening, asking, and indulging in the company of diverse and similarly dedicated professionals. Please join us for what again promises to be a unique and significant learning opportunity.

Your Friends at ICI

The Intercultural Communication Institute

The Summer Institute for Intercultural Communication (SIIC) is sponsored by the Intercultural Communication Institute (ICI), a nonprofit charity with the mission of fostering an awareness and appreciation of cultural difference in both the international and domestic arenas. ICI was founded by Janet Bennett and Milton Bennett with an endowment from Milton's father, Stanton D. Bennett, an international businessman whose life reflected a commitment to world peace, hospitality to foreign visitors, and generous support for education.

ICI is based on the belief that we share an ethical commitment to further intercultural work that has been shown to contribute to better understanding and reduced conflict among people of different cultures. In addition to sponsoring SIIC as part of this mission, ICI maintains an extensive research library available year-round for intercultural scholars and practitioners, conducts a graduate degree program and a certificate program, provides referrals and information on intercultural topics, and supports professional activities in the field.

ICI has academic relationships with the University of the Pacific in Stockton, California, and with Portland State University, which offers credit for SIIC courses. Portland State University and ICI also collaborate to offer an Intercultural Training Certificate. In addition, ICI has professional partnerships with the Kozai Group, Cultural Detective®, the Intercultural Resources Collaborative, Aperia Global, and Personal Leadership Seminars.



2016 Workshop Calendar

Please note: Since workshops run concurrently, only one workshop may be attended per session, and only one session attended per week.

July 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
			Session I 3-Day Workshops			Sample of SIIC 1-Day Workshops
17	18	19	20	21	22	23
	Session II A 5-Day Workshops					GCI, Cultural Detective*
	Session II B 3-Day Workshops					
24	25	26	27	28	29	30
GCI, IES, Cultural Detective*	Session III A 5-Day Workshops					
	Session III B 3-Day Workshops					

*More information about these additional learning opportunities is on page 33.

All workshops run from 9:00 a.m. to 5:00 p.m., with lunch breaks. There are also evening programs that include presentations by experts on relevant topics, simulations, and career counseling sessions. If you do not intend to stay on campus, we encourage you to spend as many evenings as possible there, since the evening programs are an important part of the overall educational experience. Informal receptions for participants and faculty follow the evening programs. Entertainment is also scheduled during each session.

Please note: Activities are scheduled every evening during the sessions. If you are planning to sightsee or visit family or friends in the Portland area, it helps to know that each day is scheduled from 9:00 a.m. to 11:00 p.m. To get the maximum benefit from SIIC, we recommend that you plan any extracurricular activities before or after the session.

2016 Schedule

*Indicates new workshop for 2016. Please note: Only one workshop may be attended per session.

SESSION I: 3-day Concurrent Workshops: July 13-15, 2016

1. **Storytelling for Intercultural Reflection**
Anne Copeland
- *2. **Deconstructing and Challenging Personal and Institutional Inequities: What Can We Do?**
Carlos Cortés, Louise Wilkinson
3. **China: Encountering the Culture of a Rising Power**
George Renwick
4. **Defining, Developing, and Defusing Difficult Dialogues**
Anita Rowe, Donna Stringer
- *5. **"It May Be Something Else": Exploring Challenges and Dilemmas of Intercultural and Diversity Work**
Tatyana Fertelmeyster, Daniel Cantor Yalowitz
- *6. **Latin America and Its Place in World Life**
Dianne Hofner Saphiere, Fernando Parrado
7. **Intercultural Competence on Campus: Educating Global-Ready Graduates**
Darla Deardorff
8. **The Application of Intercultural Concepts to the Real World**
Santalynda Marrero, Andy Reynolds
- *9. **Create Peace in Our Time? Yes, We Can!**
Efrat Elron
- *10. **Cultural Agility: A Piece in the Puzzle of Health Equity**
Carol French, April Lewis
- *11. **Understanding and Applying the Still-Radical Insights of Edward T. Hall**
John Condon

A SAMPLE OF SIIC: One-day Workshops: Saturday, July 16, 2016

(See pages 6-8 for more information.)

SESSION II A: 5-day Concurrent Workshops: July 18-22, 2016

12. **Gaining Gaming Competence: The Meaning Is in the Debriefing**
Dianne Hofner Saphiere, Daniel Cantor Yalowitz
13. **Teaching Diversity: Possibilities and Pitfalls**
Carlos Cortés, Louise Wilkinson
14. **Turning Intercultural Theory into Practice**
Mary Meares
15. **Emotional Intelligence and Diversity**
Jorge Cherbosque, Lee Gardenswartz
16. **Linking Social Justice and Intercultural Communication in the Global Context**
Kathryn Sorrells, Amer Ahmed
17. **Iina Be'Nahata: Insights from Indigenous Cultural Lifeways for Intercultural Engagement**
John Condon, Chenoa Bah Stilwell-Jensen
18. **Leading Ourselves While Leading Others in Intercultural Contexts**
Sheila Ramsey
19. **Training Design for Intercultural Learning**
Janet Bennett, Michael Paige
20. **The Assessment and Development of Global Leaders: Insights from the Field**
Joyce Osland, Sully Taylor

SESSION II B: 3-day Concurrent Workshops: July 18-20, 2016

21. **Cross-Cultural Training in International Corporations**
George Renwick
- *22. **Living Diversity: Tools to Revive, Recharge, and Replenish**
Tatyana Fertelmeyster, Kelli McLoud-Schingen
- *23. **Understanding Intercultural Families: A Systems Perspective**
Anne Copeland
- *24. **From Unconscious Bias to Emotional Intelligence: Personal and Organizational Transitions**
Anita Rowe, Donna Stringer
- *25. **Cultivating Intercultural Empathy**
Benjamin Broome
26. **The Neuroscience of Intercultural Management**
Mary Casey, Shannon Murphy Robinson
27. **Language, Culture, and Intercultural Communication**
Kyoung-Ah Nam
28. **Assessing Intercultural Competence**
Michael Stevens, Chris Cartwright
- *29. **Women As Interculturalists: The Changing Landscape**
Laurette Bennhold-Samaan, Arlene Roane

SESSION III A: 5-day Concurrent Workshops: July 25-29, 2016

30. **Culture, Communication, and Team Collaboration**
Terence Brake
31. **Teaching Intercultural Communication**
Leeva Chung, Stella Ting-Toomey
32. **When Our Students Learn Away from Home: Training for Transformation**
Mick Vande Berg
33. **Facilitating Intercultural Competence: Experiential Methods and Tools**
Basma Ibrahim DeVries, Tatyana Fertelmeyster
- *34. **Changing Times, Shifting Places: Ten Provocative New Insights**
John Condon, Richard Harris
35. **Transformative Training: Design, Development, and Delivery**
Janet Bennett, Nagesh Rao
36. **Foundations of Intercultural Coaching**
T. Glen Sebera

SESSION III B: 3-day Concurrent Workshops: July 25-27, 2016

37. **Advanced Workshop: Coaching Global Managers**
George Renwick
- *38. **Race and Reconciliation**
Tom Kochman, Jean Mavrelis

SIIC FELLOWS PROGRAM: July 6-23, 2016

Would you like an opportunity to examine and experience multicultural team building and work behind the scenes with the SIIC staff and faculty? *See page 10 for more information.*

NEW INTERCULTURALISTS PROGRAM: July 10-17, 2016

Is intercultural work right for you? This program provides an immersion experience for those just entering or exploring the field. *See page 12 for more information.*

A Sample of SIIC: One-Day Workshops

Saturday, July 16, 2016

*Indicates new workshop for 2016.

These mini-seminars are designed for those who want a sample of the Summer Institute experience but don't have a lot of time. You can also conveniently add one of these workshops to the beginning or end of your program. The faculty are chosen from the ICI/SIIC network and topics reflect interest areas suggested by former participants. This is a great way to spend a day!

*A. Mindful Intercultural Teaching and Learning

Tara Harvey (Biography at www.intercultural.org)

Intercultural training has advanced significantly over the years, from focusing primarily on teaching about cultural differences to helping participants develop the skills needed to act in interculturally competent ways. While mindfulness has been recognized as an important concept in intercultural communication for some time, until recently, few educators incorporated mindfulness practices into their work. However, as mindfulness programs become more prevalent—from Google to the military to K-12 schools—and research heralds their impact, more intercultural educators are recognizing the value of both practicing and teaching mindfulness to enhance their own and others' intercultural competence. In this interactive workshop, we will discuss what mindfulness is, how it relates to intercultural learning, and how practicing mindfulness can benefit you.

*B. Coaching: Delivering Assessment Feedback

Sully Taylor (Biography, p. 23, Workshop 20)

Now that you have finished the assessment process, and the results are available, are you ready to deliver feedback to your client? Providing interpretation of assessment instruments is the process that turns merely gathering data into learning. This workshop is for both those beginning to use assessment inventories as well as for those with significant experience who want to deepen their coaching skills. In this workshop, you will learn how to provide culturally sensitive observations that decrease defensiveness and enhance insights while working with this integrated model.

*C. Inspiring Curiosity: Fostering Intercultural and Global Competence for Students, Faculty, and Staff

Sarah Collins and Marcela Lapertosa (Biographies at www.intercultural.org)

Engaging participants in activities to develop intercultural competence is always a challenge. How do you inspire their curiosity? Drawing on AFS's 60+ years of experience inspiring intercultural learning, trainers from AFS Intercultural Programs will lead this highly interactive workshop, where you will participate in and facilitate quick and adaptable experiential learning activities aimed at creating meaningful reflections and enhancing intercultural skills. We will discuss ways to implement these activities in different settings, identifying approaches to turn brief experiences into long-lasting learning opportunities.

***D. Interculturalists, Meet Silence**

Tatyana Fertelmeyster (Biography, p. 16, Workshop 5)

Very few things create as much confusion and misunderstanding in interpersonal and intercultural communication as does silence. How much is too much? How little is too little? The answers will vary broadly between cultures or personality types. Silence can be experienced as an absence or as a presence. The absence of sound, of noise, of destruction. The absence of a need, of interest, of an argument, or an opinion. The presence of peace, of stillness, of quiet. The presence of tension, of contempt, of fear. Silence can be both an individual and a collective experience. Being silent with others can be anything from deeply enjoyable to practically terrifying. This highly interactive—and occasionally silent!—workshop will provide you an opportunity to explore your relationship with silence and experience a wide variety of facilitation techniques that incorporate silence as their main component. All techniques used during this session will be easy to replicate and apply for various purposes, from training and teaching to coaching and counseling.

E. Engaging Islam: A Perspective for Educators

Amer F. Ahmed (Biography, p. 21, Workshop 16)

With 1.7 billion followers, Islam extends throughout the world, across diverse nations and cultures. Yet media paint Muslims with a broad brush, emphasizing terrorism and conflict. Significant profiling, prejudice, and fear have fostered a need for engagement with this group, engagement that requires knowledge, understanding, and acceptance. This workshop will explore how we can help to bridge the divide between Islamic identities and various societies. Through facilitated dialogue, discussion, and contextual exploration, we will address issues of Islamophobia and consider how interculturalists can support processes that foster thoughtful awareness and healing.

***F. Multi-Generational Inclusion and Engagement**

Carol French and April Lewis (Biographies, p. 18, Workshop 10)

Today's workplace has more age variety than ever before. In an interactive, experiential, and flat-out fun session, we will examine the characteristics and experiences of the four—sometimes five—generations in the workplace and address outdated, limiting myths. Each of us views the world through a generational lens developed in our formative years, with common cultural codes that tell us how to live our lives and make sense of the world. Regardless of your area of focus—education, social services, health care, justice, corporate—bridging generational differences can be one of the keys to employee satisfaction, higher functioning teams, and better service. Does country of origin make a difference? Come find out!

G. Dealing with Privilege: Thinking Clearly and Acting Effectively

Carlos Cortés and Louise Wilkinson (Biographies, p. 14, Workshop 2)

"Oh, so you're neutral on that topic. Then whom are you neutral against?" — Mark Twain. What is privilege? How does it affect our lives? What ethical dilemmas does it raise concerning equity and inclusion? What can I do about it, both personally and organizationally? We will address such questions as we examine critical issues related to dealing effectively with the complexities of privilege.

(Descriptions continued on next page.)

H. Intercultural Career Planning

Mary Meares (Biography, p. 20, Workshop 14)

What exactly is an “intercultural” job, and where are they? What education, skills, knowledge, and intercultural experience are essential to get these jobs? How can one either begin or shift a career focus? This interactive session will explore these questions as they apply to the intercultural career interests of all participants.

*I. The Middle East: Meaning, Identity, and Discovery

Sherifa Fayeze and Jana Holla (Biographies at www.intercultural.org)

Who are the Arabs? Fairy-tale rich Bedouins or fanatical terrorists? What else is out there besides the wealth, the violence, and the so-called incomprehensible Islam? We will lift the veil of the pervasive reductionist perspectives on the Middle East and its people by providing deeper insights into the complex experience we call the Arab World. You will also learn about the Western World through an Arab lens. We invite you on a brief but penetrating learning journey that will engage your mind as well as your senses. Taught by an Arab Muslim and a Slovakian expatriate in the Middle East, the course will use both an anthropological and an intercultural perspective.

*J. Detoxifying Our Work: Fusion, Simplicity, and Grace

Janet Bennett and Robert Hayles (Biography for Janet Bennett, p. 23, Workshop 19; Biography for Robert Hayles at www.intercultural.org)

The polarized climate surrounding social justice and cultural diversity issues has reached a new low, with daily reports highlighting violence, and vitriol. Our focus in this workshop will be to enhance our ability to do our work in this toxic, divisive environment, and still produce desirable outcomes and healthy change. We will examine powerful political, religious, and philosophical barriers; approaches to dismantling them; and techniques for turning the heat to light, with a touch of simplicity and grace.

*K. That’s Just Wrong! The Limits to Cultural Relativism

Richard Harris (Biography, p. 30, Workshop 34)

In the late 19th century, anthropologist Franz Boas proposed what is now a fundamental principle of intercultural communication: other cultures should be judged on their own terms rather than from the standpoint of our own, supposedly superior, values. Cultural systems, that is, can be understood only from within, and empathy is the key to this understanding. This paradigm shift liberated anthropology from the colonial developmental model that ranked societies as savage, barbarian, or civilized. However, this principle is under severe pressure as we are increasingly confronted by value systems so alien to our own that empathy seems impossible. How are we to respond, for instance, to honor killing, female genital circumcision, or the beliefs and actions of ISIS? When in Rome we may be enjoined to do as the Romans do, but do we have any moral obligation to intervene when we perceive something that seems absolutely wrong? And the Romans now are everywhere.

Earning Academic Credit Through SIIC Workshops

All SIIC 3-day and 5-day workshops qualify for academic credit through a cooperative agreement between the Intercultural Communication Institute (ICI) and Portland State University (PSU). Participants in graduate or undergraduate programs are often able to use their SIIC workshops as elective credits toward their degrees. Others who are working for the Intercultural Practitioner Certificate can take a 5-day workshop for credit to meet one of the certificate's requirements.

Both graduate and undergraduate credits are available through the PSU Graduate School of Education/Continuing Education. For 3-day sessions, a participant may earn 2 quarter credits (1.3 semester credits). For 5-day sessions, a participant may earn 3 quarter credits (2 semester credits).

For information on academic credit requirements, see the syllabus on our website. To receive credit, students will be required to complete their written projects before November 1, 2016. PSU credits are issued during the Fall Quarter and grades are available in mid-December.

Please contact Chris Cartwright (cartwrightc@intercultural.org, 503-297-4622) at ICI for additional information about the academic credit option. **Do not contact Portland State University.**

Continuing Education Credits (CEC) or Units (CEU)

Many SIIC workshops qualify for the continuing education units required by various professional groups (HR professionals, trainers, counselors, teachers, attorneys, etc.). Please contact Chris Cartwright (cartwrightc@intercultural.org, 503-297-4622) at ICI for additional information.

Intercultural Certificate Program

The Intercultural Communication Institute (ICI), through SIIC, offers the Intercultural Certificate Program, with three levels of certification acknowledging your learning based on a union of theory and practice, completion of a balanced curriculum, knowledge of intercultural practices, and growth as an intercultural professional. Each level represents the completion of core training through SIIC and is supported by other ICI offerings, including MAIR courses and ICI-affiliated courses/training. The certificates reflect participation in the ICI network and commitment to the professional standards maintained by ICI trainers and faculty.

For more information and specific guidelines for completing the certificates, see our website, www.intercultural.org, or contact Dr. Kent Warren or Mike Fuentes at the Intercultural Communication Institute (certificate@intercultural.org, 503-297-4622).

SIIC Fellows Program

July 6-23, 2016



The SIIC Fellows Program offers an opportunity to experience substantial intercultural professional development, to assess career direction, to commit to a personal intercultural practice, and to learn about intercultural team building by working directly with other Fellows, SIIC staff, and faculty. It is a combination of a mentoring program and a chance to get a different and more extensive behind-the-scenes Institute experience. This is one of two SIIC programs with a formal selection procedure. Our Fellows typically range in age from 25 to 70 and come from dozens of different cultures and professions. Approximately 30 Fellows will be chosen for 2016.

Criteria for selection are:

- Some knowledge of the intercultural field
- Professional experience or at least graduate student status
- Commitment to a career in fields related to intercultural relations
- Enthusiasm for working in a support/service capacity, while also learning at the Institute

During the Fellows Session preceding SIIC, Fellows receive professional development in multicultural team processes based on the practice of Personal Leadership. There is a strong emphasis on collaborative learning, and a rare opportunity for diverse individuals with a common interest to explore the role of intercultural communication in their lives.

During Sessions I and II A, Fellows participate in workshops while also providing logistic and other assistance to the workshop faculty. In Session II A, they have the opportunity to discuss design and group process issues with the faculty. In addition, Fellows support SIIC in a variety of roles, from helping prepare the campus for the arrival of participants to assisting with the evening programs and social hour.

Financially, the SIIC Fellows Program represents a significant tuition discount. Fellows pay reduced tuition, room, and board for the first week of the Fellows Program as well as for Sessions I and II A.

The total cost for Fellows (tuition and room and board for the whole Fellows Program) is **\$2925. Fellows should arrive no later than 6:00 p.m. Wednesday evening, July 6, and depart no sooner than Saturday afternoon, July 23.** Application forms, available from ICI, can also be downloaded from our website, www.intercultural.org. The deadline for early acceptance, particularly for international applicants needing visas, is **Friday, April 29, 2016.** Applications will be accepted until **Friday, May 27, 2016.**

FELLOWS PROGRAM FACULTY: Gordon C. Watanabe

Dr. Gordon C. Watanabe, a founding partner of Personal Leadership Seminars, consults in corporate, educational, and other organizational settings (most recently the Esalen Institute) on Personal Leadership, diversity, and intercultural competence. He is a professor emeritus and former special assistant to the president for intercultural relations at Whitworth University, where he focused on the role of deep self-understanding in successful cross-cultural negotiations and intercultural team building. Gordon was initiated as a meditation teacher in 2000, and now also offers energy meditation seminars. He has taught middle school biology and teacher education, and advised and counseled university-level international, study abroad, and minority students.

RETURNING FELLOWS PROGRAM FACULTY: Sherwood Smith

Dr. Sherwood Smith is the senior executive officer for engagement and professional development and a lecturer in the University of Vermont's Department of Integrated Professional Studies. He has been a Peace Corps volunteer in Tanzania, a cooperative extension agent, an adjunct faculty member for the School for International Training in Kenya, and the assistant director of residence life at Pennsylvania State University. Sherwood's work focuses on issues related to theories of prejudice, cross-cultural influences on development, and multicultural education. His most recent publication is a collaboration titled, "When the Unexpected Happens: Navigating Difficult Conversations and Moments in Higher Education" in *Critical Social Justice Issues for School Practitioners*.



New Interculturalists Program

July 10-17, 2016



Designed for those interested in a glimpse of SIIC behind the scenes, the New Interculturalists Program begins just before Session I, and offers an Institute immersion experience, an introduction to the field of intercultural relations, and an exploration of professional opportunities. All New Interculturalists will also attend a three-day workshop in Session I and a one-day Sample of SIIC workshop, where they will work closely with faculty in a support capacity. This is an opportunity to not only see behind the scenes but also *be* behind the scenes at SIIC and gain considerable insight into what drives the field and those who are actively engaged in it.

Ideal candidates for this program are recent college graduates interested in testing whether intercultural work is right for them, those considering intercultural graduate school, or professionals shifting from another field into intercultural careers.

New Interculturalists will have the opportunity to:

- Learn how to become more deeply engaged in intercultural training, research, and education
- Examine career options for using intercultural knowledge and skills
- Review core concepts in intercultural relations, including the history of the field
- Be a part of the team that implements the Summer Institute

Through a mixture of discussion, presentation, exercises, and service to SIIC, New Interculturalists will experience both the theory and practice of intercultural relations. This is one of two SIIC programs with a formal selection procedure, and enrollment is limited so participants can receive more personal attention.

The total cost for the New Interculturalists Program (tuition and room and board for the session) is **\$1600**. **New Interculturalists should arrive no later than 5:00 p.m. Saturday evening, July 9, and depart no sooner than Sunday morning, July 17.** Application forms, available from ICI, can also be downloaded from our website, www.intercultural.org. The deadline for early acceptance, particularly for international applicants needing visas, is **Friday, April 29, 2016**. Applications will be accepted until **Friday, May 27, 2016**.

NEW INTERCULTURALISTS PROGRAM FACULTY: Esther Louie

Esther Louie has been attending SIIC since 1993, first as a participant and then as an Intern (now called Fellows). She eventually became an intern coordinator before accepting her current position as faculty for the New Interculturalists Program. As an interculturalist, Esther has worked at three different universities spanning over 25 years. She retired in 2014 as an assistant dean at Whitworth University after a long career in leadership and student development, career and mentoring programs, and intercultural competency training with an emphasis in intercultural communication and conflict management. She continues to be a senior facilitator with Personal Leadership Seminars.



Storytelling for Intercultural Reflection

Anne P. Copeland

Telling stories about our own lives is an ancient way to convey values, share history, and probe meaning. Ask people to tell a story about something important that happened to them, and you set them aloft into a discovery of things they didn't know they knew. We will examine a number of ways to use storytelling in training to help people reflect on their cultural values and intercultural experience. The primary focus will be on telling your own experience, but we will also explore the telling of metaphorical stories to convey meaning. You will leave the workshop with the beginnings of your own intercultural autobiography and the tools to help others look into theirs.

Dr. Anne P. Copeland is the founder and director of *The Interchange Institute*, a nonprofit organization focused on the understanding and support of people in intercultural transition. She was an associate professor of developmental, clinical, and family psychology at Boston University for the first half of her career, and now she conducts research and offers publications, cross-cultural training, and a training-of-trainers workshop, *Crossing Cultures with Competence*, through *The Interchange Institute*.

1

Deconstructing and Challenging Personal and Institutional Inequities: What Can We Do?

Carlos Cortés and Louise Wilkinson

As discrimination continues to surface throughout the world, discussion around inequities has intensified and people are demanding action. If you are like many of us, you wonder how best to address this in yourself, in your work, and in the wider community. This course will help you explore sources of inequities and develop approaches to change. We will address the subliminal processes that support personal bias and collusion within various systems, and examine ways to see through the veil of rhetoric created to justify them. We will probe disparities that arise from familiar power variations, as well as cross-cultural and intercultural interactions. We will define the difference between inequality and inequity and examine various barriers. You will deconstruct institutional, social, and cultural structures that perpetuate these patterns, decide on specific inequities you wish to challenge, and create interculturally informed plans for action.

Dr. Carlos Cortés is a professor emeritus of history at the University of California, Riverside; general editor of the recently published *Multicultural America: A Multimedia Encyclopedia*; and creative/cultural advisor for Nickelodeon's "Dora the Explorer" and "Go, Diego, Go!" A recipient of the American Society for Training and Development's National Multicultural Trainer of the Year Award, he lectures throughout the world, including on cruise ships. **Dr. Louise Wilkinson** is an intercultural and leadership consultant for organizations, specializing in establishing links between diversity and inclusion, intercultural competence, and global leadership. She has published on personal and organizational intercultural competence in *Contemporary Leadership and Intercultural Competence*, *The International Journal of Intercultural Relations*, and *The Journal of Media Literacy*.

2

中國：關鍵事項國家簡報

What if China succeeds? What is really going on now inside China? Why does Chinese culture seem so much different from ours? How can we teach, train, and work with Chinese more effectively? These questions are of concern to educators, corporate managers, diplomats, social service personnel, and interculturalists—China is challenging all of us. This workshop focuses on the fundamental realities of China today, illustrated by real-life stories and case studies of intercultural work with Chinese and Westerners in China. You will have an opportunity to review the 20 best books on China, including history, philosophy, religion, political system, intercultural communication, daily life, alternative futures for China, and culture-revealing biographies and novels.

Dr. George Renwick has been traveling on assignments to China once or twice every year since 1982. He was a professor at the Chinese University of Hong Kong and the director of the Summer School at New Asia College. George has written over 50 confidential studies, reports, and letters to senior executives on Chinese-Western interaction as part of his consulting practice, intensive seminars, and briefings.

China: Encountering the Culture of a Rising Power

George Renwick

3

Global communities are experiencing many volatile issues related to race, religion, and gender that people want to discuss and understand. Differences in experience can make these discussions difficult, no matter how well intended. Unacknowledged bias, preconceived notions, and emotions such as fear can block communication. Using three core conceptual models (Contact Theory, Emotional Intelligence, and Stereotype Threat), this interactive workshop will offer useful tools and guide you through self-awareness exercises and challenging dialogues about real-life cross-cultural issues. Finally, you will identify applications for your personal and professional life. Our work is designed for anyone wishing to increase intercultural competence and comfort with difficult dialogues, whether in training, education, coaching, or management.

Dr. Anita Rowe is a partner in Gardenswartz & Rowe, where for over 30 years she has helped a wide variety of clients manage change, build productive and cohesive work teams, and create intercultural harmony in the workplace. Anita and her partner, Lee Gardenswartz, have co-authored a series of articles and books on diversity and inclusion themes, including *Managing Diversity: A Complete Desk Reference and Planning Guide*, *The Managing Diversity Survival Guide*, and *The Global Diversity Desk Reference: Managing an International Workforce*. **Dr. Donna M. Stringer** was founder and president for 27 years of an organization development company in Seattle. She specializes in cross-cultural instructional design, team building, and culture change strategies. Donna has co-authored three books, including the recently published *52 Activities for Successful International Transitions*. She was acknowledged as a "Diversity Legend" by the International Society of Diversity and Inclusion Professionals in 2012.

Defining, Developing, and Defusing Difficult Dialogues

Anita Rowe and
Donna M. Stringer

4

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

Tatyana Fertelmeyster and Daniel Cantor Yalowitz

5

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.

Tatyana Fertelmeyster is the founder and principal of Connecting Differences, providing intercultural communication and diversity training to corporate clients, educators, and mental health professionals both nationally and internationally. She specializes in teaching facilitators how to conduct trainings, meetings, and other group processes. As a licensed clinical counselor, her professional experience includes providing resettlement services to refugees and counseling to individuals and families going through cultural transitions. Dr. Daniel Cantor Yalowitz is the vice provost for graduate education and dean at the SIT Graduate Institute in Brattleboro, Vermont, and Washington, DC. As a lifelong educator working with U.S. and international students at all levels, from daycare through doctoral studies, Daniel is an academic, practitioner, trainer, consultant, and an ongoing adult learner himself.

Latin America and Its Place in World Life

Dianne Hofner Saphiere and Fernando Parrado

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Latin America has been culturally misunderstood. While often treated as a single market with shared language, religion, history, and culture, important differences exist. This highly experiential workshop will explore the richness, complexity, irony, and promise of the hundreds of cultures that comprise this part of the world. Latin America has assumed a key leadership role in exploring innovations for restructuring societal inequity, promoting responsible development, and forging sustainable use of resources. Many of these efforts are based on popular, direct-democratic movements, including indigenous social movements. Further, eleven nations include multiculturalism and multilingualism in their constitutions, and four more recognize indigenous rights. The region's \$5.6 billion USD GDP and its population of 600 million place Latin America third in the world, while its nearly 20 million km² make it the largest region. *A one-month subscription to Cultural Detective Online is included.*

Dianne Hofner Saphiere has facilitated intercultural effectiveness efforts since 1979, working with people from over 90 nations and living and working in Mexico, Spain, and Japan. She emphasizes the practical and experiential, transforming challenges into solutions, and is the creator of the Cultural Detective® series of intercultural effectiveness materials. Fernando Parrado has designed and delivered coaching and executive training programs examining the impact of culture on business, cross-cultural communication, and competitiveness across cultures. He lived in the U.S. for 10 years, and has worked in the Colombian Ministry of Communications, Diveo de Colombia, and at Sergio Arboleda University, where he was a professor of intercultural negotiation and management.

Intercultural Competence on Campus: Educating Global-Ready Graduates

Darla K. Deardorff

Confronted with a world of rapidly changing economic, political, technological, and cultural realities, higher education institutions often state the goal of graduating globally competent students. Yet many institutions currently address this goal simply through the requirement of an international course or through a student's education abroad experience. Higher education leaders can benefit from taking a more in-depth look at what is involved in this complex process of developing global competence for all students, not just those who go abroad. We will explore key questions through interactive learning about what comprises global, or intercultural, competence and the paths to developing and assessing intercultural competence. We will draw on your own experiences and knowledge to design and develop specific plans for integrating intercultural competence into your campus programs and curricula.

Dr. Darla K. Deardorff is the executive director of the Association of International Education Administrators, a national professional organization headquartered at Duke University, where she is a research scholar. She has conducted cross-cultural training for universities, companies, and nonprofit organizations for nearly 25 years and has given invited talks at national and international conferences in 25 countries, including Azerbaijan, South Africa, and Japan. Darla has published numerous book chapters and articles on intercultural competence and international education assessment. She was the editor of *The Sage Handbook of Intercultural Competence*, lead editor of *The Sage Handbook of International Higher Education*, author of the recently published *Demystifying Outcomes Assessment for International Educators*, and co-editor of the forthcoming *Intercultural Competence in International Higher Education*.

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This workshop is a sophisticated introduction to concepts of intercultural communication and their application to a wide range of professional contexts. It is designed for teachers, trainers, internal and external consultants, and others concerned with intercultural relations who have had little or no formal contact with the intercultural field. You will have the opportunity to examine the basic assumptions and issues of intercultural communication and cross-cultural human relations in both domestic and global contexts. Topics will include perception, cultural patterns of thinking and behavior, styles of communication, assumption and values, and cultural adaptation. We will also explore ways in which an intercultural approach can be applied to your personal and professional life, including corporate, educational, and other organizational contexts.

Dr. Santalynda Marrero is an executive coach, organizational consultant, facilitator, trainer, and thought leader. She draws on her expertise as a counseling psychologist and over 30 years of experience in supporting individuals, teams, and organizations as they move successfully to the next level. She has worked in a wide range of public, private, and nonprofit organizations. **Andy Reynolds**, president of *Andy Reynolds & Associates*, has more than two decades of experience consulting, teaching, and training in race and gender relations, workplace diversity, and customer service, working with a variety of corporations, nonprofits, and educational institutions.

The Application of Intercultural Concepts to the Real World

*Santalynda Marrero and
Andy Reynolds*

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Create Peace in Our Time? Yes, We Can!

Efrat Elron

The 21st century conflicts are not only between countries and societies. They include dramatic regime changes, insurgencies, massive civil unrest, nations rupturing from within, and pressures from ethnic, tribal, and religious perspectives. They include an increase of human-made and environmental crises that particularly impact emerging, developing, and unstable nations. This “new world order” also features a transnational peacemaking and security landscape with state actors sharing security concerns along with a host of non-state actors and cultural groups. All this intensifies the need to more clearly understand this new world order and act within it to advance peace and stability. We will concentrate on the roles that cultural values, norms, and practices play in conflict, in its resolution, and in reaching peace within and between societies. We will learn how conflict resolution, peacemaking, and peacebuilding are practiced in cultural contexts around the world and by international organizations, and focus on the roles intercultural experts can play in training, advising, and promoting effective processes and dialogues between conflicting parties.

Dr. Efrat Elron is the head of the international team of the Israeli Peace Initiative, an organization promoting a regional Israeli-Arab agreement. She is also a research fellow at the Centre for Global Workforce Strategy at Simon Fraser University in Vancouver and an organizational consultant. She specializes in the management of intercultural interfaces within and between organizations and societies in conflict, the organizational and strategic effectiveness of multinational peace operations and international development organizations, and civil-military cooperation.

Cultural Agility: A Piece in the Puzzle of Health Equity

Carol French and
April Lewis

The cultural gap in understanding across cultures is particularly acute as an individual experiences powerful events—birth, death, disability—in two cultures, the culture of origin as well as in the new culture, where traditional beliefs confront new policies. The intersection of culture and health care has made it more compelling than ever before that we deliver services that meet the social, cultural, and linguistic needs of our patients. We will explore the relationship between a deficit of cultural agility and disparities in outcomes, using health care as our leading example, but examining other systems, such as education and justice, based on the your interests. Using a variety of activities, including videos, discussions, and visual activities, we will examine “cultural smog” and its impact on our attitudes; cultural identity; privilege and power; mainstreams and margins; and being an ally.

Carol French of Figure 8 Consulting has a background in education as a counselor, teacher, curriculum developer, and cultural trainer. Her interactive style was refined in classrooms and on ropes courses, where she operates with humor, guided by the philosophy that learning is best when it is experiential. April Lewis, also of Figure 8 Consulting, has more than 20 years of experience in cultural agility, equity, inclusion, and intercultural organizational development. In her own dynamic style, she inspires learners with her knowledge, experience, and her passion for creating cultural connections by combining humor and learning.

Many interculturalists credit Edward T. Hall with inadvertently launching our field of “intercultural communication.” Some are aware that Hall was the first to use that term and how his perspectives and metaphors have contributed to the way we think and talk about our work. But few people are aware of the range and depth of his vision, or realize how current neuroscience research affirms and informs many of his insights. Hall believed that the human body is our most sensitive instrument for knowing and expressing our internalized culture, even though we may not be fully conscious of those influences. This intensive, highly interactive workshop will engage us in some of Hall’s least known and most practical insights, profound and helpful, which may serve us both professionally and personally.

It Goes Without Saying: Understanding and Applying the Still-Radical Insights of Edward T. Hall

John Condon

Dr. John (Jack) Condon, one of the founding faculty members of SIIC, was a friend, colleague at Northwestern University, and New Mexican neighbor of Edward T. Hall for 40 years. Jack’s professional career includes nearly 20 years of teaching in Asia, Latin America, and East Africa. He is an emeritus professor of communication at the University of New Mexico, and award-winning author of many books in intercultural communication, including the first dedicated university textbook. As the founder and director of the Jemez Institute, he offers field trip seminars in New Mexico on intercultural relations. He is also in the process of writing a book, *It Goes Without Saying*, on Hall’s work.

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Session II A: July 18-22, 2016

Psychologist George Kelly has suggested that learning isn’t being in the vicinity of an event, it’s the sense we make of it. If this is so, then experiential learning through games and simulations requires special knowledge and skills to derive the most significant learning. This experiential workshop will focus on current best practices and theories for creating, facilitating, and debriefing meaningful intercultural games, activities, and simulations. We will emphasize the critical importance of debriefing, including the ethics of appropriate responses in challenging situations and a variety of successful strategies that you can use in diverse intercultural settings. *Some familiarity with intercultural concepts is essential.*

Gaining Gaming Competence: The Meaning Is in the Debriefing

*Dianne Hofner Saphiere
and Daniel Cantor
Yalowitz*

Dianne Hofner Saphiere has facilitated intercultural effectiveness efforts since 1979, working with people from over 90 nations and living and working in Mexico, Spain, and Japan. She emphasizes the practical and experiential, transforming challenges into enabling solutions. Dianne is the creator of the Cultural Detective® series of intercultural effectiveness materials, a collaboration of over 140 international interculturalists. **Dr. Daniel Cantor Yalowitz** has been a community builder and activist professionally for nearly three decades. He is now the vice provost for graduate education at the SIT Graduate Institute in Brattleboro, Vermont. He has served domestically and globally as a trainer, consultant, workshop leader, and instructor in many capacities, including special education, early childhood education, conflict response, community building, and intercultural communication.

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Teaching Diversity: Possibilities and Pitfalls

Carlos Cortés and Louise Wilkinson

“Every morning I awake torn between a desire to save the world and an inclination to savor it. This makes it hard to plan the day.” — E. B. White

What are the most effective ways to teach about diversity? There is considerable difference of opinion, sometimes conflict, over how best to address diversity and diversity-related topics in the classroom, workshop, or individual consultation. We will examine, demonstrate, and assess a variety of strategies for teaching about diversity, including their strengths, weaknesses, and possible unintended consequences. During the course, you will have the opportunity to experiment with and critically analyze these different teaching approaches.

Dr. Carlos Cortés is a professor emeritus of history at the University of California, Riverside; general editor of the recently published *Multicultural America: A Multimedia Encyclopedia*; and creative/cultural advisor for Nickelodeon’s “Dora the Explorer” and “Go, Diego, Go!” A recipient of the American Society for Training and Development’s National Multicultural Trainer of the Year Award, he lectures throughout the world, including on cruise ships. **Dr. Louise Wilkinson** is an intercultural and leadership consultant for organizations, specializing in establishing links between diversity and inclusion, intercultural competence, and global leadership. She has conducted diversity workshops for nonprofits, higher education, and the private sector, and has published on personal and organizational intercultural competence in *Contemporary Leadership and Intercultural Competence*, *The International Journal of Intercultural Relations*, and *The Journal of Media Literacy*.

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Turning Intercultural Theory into Practice

Mary Meares

Conceptual understanding of intercultural differences has been developed extensively over the last 50 years, yet there often remains a gulf between academic research and real-world practice. How can we better understand culture in order to do our work? As psychologist Kurt Lewin noted, “There is nothing as practical as a good theory.” This workshop is designed to deepen your knowledge of theory and concepts related to culture and intercultural interactions in applied contexts, both domestic and international. With an emphasis on the practical, real-life situations you may encounter in the course of your work, this workshop bridges that gulf in order to build your capacity and expertise and to help you catch up with current perspectives in the field.

Dr. Mary Meares is an associate professor of communication studies at the University of Alabama. Her research and teaching are in the areas of culture, diversity, and communication, including workplace diversity and issues of voice and mistreatment. She has taught intercultural and organizational communication in the U.S. and Japan, and was named the Faculty Mentor of the Year at Washington State University.

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Emotional responses are often at the heart of interpersonal and organizational roadblocks to diversity culture change. This workshop applies the concepts of emotional intelligence to address the essential challenge of diversity: dealing with feelings that emerge when differences meet. It will provide skills that are much needed in today's world, where divisiveness and polarization call for a counterpoint based in respect, empathy, and compassion. You will have the opportunity to learn about the specific aspects of emotional intelligence critical for success in diverse environments, and how they shape both personal and professional behavior. You will learn to use tools to increase competence in the four component areas of EID, and gain insight about your own strengths and areas for development. While this model was designed with the U.S. audience in mind, it has been used and adapted worldwide. *This workshop has a \$48 materials fee to cover the cost of the assessment tool.*

Dr. Jorge Cherbosque is the co-director of the Staff and Faculty Counseling Center at the University of California, Los Angeles. A counselor in private practice, he is also a consultant and trainer in the field of organizational and intercultural communication. **Dr. Lee Gardenswartz**, a partner in Gardenswartz & Rowe, has been consulting with organizations regarding diversity since 1977. She is the co-author of several well-known books, including *Managing Diversity: A Complete Desk Reference and Planning Guide*.

Emotional Intelligence and Diversity: Building the Intrapersonal Infrastructure for Interpersonal Effectiveness

*Jorge Cherbosque and
Lee Gardenswartz*

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Globalization has catapulted people from different cultures into shared and contested physical and virtual spaces in homes, relationships, schools, neighborhoods, and workplaces, resulting in new forms of misunderstanding and conflict as well as unparalleled potential for intercultural alliances. This workshop offers a critical, social justice approach to intercultural communication, providing theoretical frameworks and process models for developing dynamic, multicultural communities committed to a more just and equitable world. It is designed for educators, and organization and community leaders who want to proactively link social justice and intercultural communication in the global context. You will have the opportunity to understand the complexities of intercultural alliance and resource building for social justice; translate models into skills to build intercultural partnerships; and learn strategies to address intercultural conflict and build capacities for social change.

Dr. Kathryn Sorrells is a professor and chair of the Department of Communication Studies at California State University, Northridge, where she has been instrumental in developing a campus-wide initiative on Civil Discourse and Social Change dedicated to creating a proactively engaged campus based on humanistic values, inclusivity, and social justice. **Dr. Amer F. Ahmed** is the director of intercultural teaching and faculty development at the University of Massachusetts, Amherst, and is a member of *SpeakOut: The Institute for Democratic Education and Culture*. He is a Hip Hop activist, spoken word poet, diversity consultant, and college administrator.

Linking Social Justice and Intercultural Communication in the Global Context

*Kathryn Sorrells and
Amer F. Ahmed*

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Iina Be’Nahata: Insights from Indigenous Cultural Lifeways for Intercultural Engagement

John Condon and
Chenoa Bah Stilwell-
Jensen

There’s a great deal to learn from the practical wisdom rooted in indigenous and non-Western cultures that can help us in our intercultural work: sometimes hearing more in the silence than from words, knowing the circle may be a better guide than the line, appreciating the power of a story shared that can touch and help heal. We will engage all of our senses, not just in the room where we meet but also outdoors in the beautiful Reed campus, as we explore ways of knowing. Intercultural historical conflicts bring forth lingering wounds through suffering, loss, and alienation, but then change occurs through the transformation (or re-formation) of new (and ancient) resources for resilience; there is much to learn. Intercultural communication teachers, trainers, and health care workers, among others, may find the workshop useful, both professionally and personally.

Dr. John (Jack) Condon, author, award-winning educator, and founding faculty member of the Summer Institute, is also regarded as one of the founders of the intercultural field. An emeritus professor at the University of New Mexico, Jack taught overseas for 20 years in Asia, Latin America, and Africa. He is the director of the Jemez Institute where, with Native American friends and colleagues, he offers field trip seminars in northern New Mexico. **Chenoa Bah Stilwell-Jensen** teaches intercultural communication at the University of New Mexico. As a cultural educator, she advocates for the promotion of indigenous culture and language preservation. Growing up in the Navajo (Dine) Nation in a bi-cultural family and deeply rooted in Dine culture, Chenoa Bah is active in many educational and community health engagement programs. Prior to her graduate work, she was chosen in a national competition to move to Washington, DC, to be a spokesperson on themes of importance to Native Nations.

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Leading Ourselves While Leading Others in Intercultural Contexts

Sheila Ramsey

When it comes to leadership in culturally diverse, change-filled, and complex contexts, our ability to be fully present in each moment is the difference that makes a difference. In this session we call upon data and practices from the neurosciences to the wisdom traditions and beyond to dive deeply into what it means to lead ourselves, while fully engaged in intercultural contexts. Using various processes of self-inquiry to enable clarity and right action, we will expand our abilities to create environments conducive for learning, for unleashing creativity and innovation, and for increasing productivity and team effectiveness.

Dr. Sheila Ramsey is one of three founding partners of *Personal Leadership: Making a World of Difference*. She has offered PL at the Omega Institute for Holistic Studies in Rhinebeck, New York; the Esalen Institute in Big Sur, California; for faculty and staff of the Jakarta International School in Indonesia; and for directors in the UN Secretariat/UN Food Agencies Global Leadership Development Programs in Europe, North America, and Africa. Sheila is the founder of The Crestone Institute, a Colorado-based consulting firm known internationally for a focus on integrating creativity with global and personal leadership. She is acutely aware that global leaders who are skilled in leading themselves while leading others are those who can create life-affirming paradigms for us all.

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This workshop focuses on designing teaching *across* cultures (where we have learners from many cultures learning about any topic we teach) as well as teaching *about* cultures (when the topic is intercultural relations). It is a comprehensive overview of intercultural training design with an emphasis on using developmental approaches to decrease learner resistance and enhance culture learning, both domestically and globally. You will learn how to apply the intercultural communication perspective to training for intercultural competence, examine strategies for teaching curiosity as a core competency, and explore the interrelationship between domestic and global intercultural competence. You will also learn how to analyze an audience's developmental readiness for intercultural learning, assess learner resistance, and develop responses using appropriate methods.

Training Design for Intercultural Learning

*Janet Bennett and
R. Michael Paige*

Dr. Janet Bennett is the executive director and co-founder of the Intercultural Communication Institute (ICI) and the ICI director of the Master of Arts in Intercultural Relations (MAIR) program. She teaches in the Training and Development Program at Portland State University and is the editor of The Sage Encyclopedia of Intercultural Competence. **Dr. R. Michael Paige** is a professor emeritus of international and intercultural education in the Department of Organizational Leadership, Policy, and Development at the University of Minnesota, Minneapolis. He is an author of Maximizing Study Abroad and co-author of Student Learning Abroad. Michael is co-director of the nationwide SAGE (Study Abroad for Global Engagement) research program funded by the U.S. Department of Education.

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If your organization is like most, you are struggling to comprehend the ways in which globalization influences leadership and how you can develop enough leaders to cope with the rapidly transforming global work environment. By providing a state-of-the-art overview of both leadership research and current best practices, we will explore how organizations can develop and support global leaders. You can expect to come away with an enhanced understanding of models of global leadership development, characteristics of interculturally competent global leaders, how effective leaders guide change, strategies and tools for designing leadership development programs, and the role of leadership coaching. We will also focus on your personal development as a global leader.

The Assessment and Development of Global Leaders: Insights from the Field

*Joyce Osland and
Sully Taylor*

Dr. Joyce Osland, a senior partner of The Kozai Group, is the Lucas Endowed Professor of Global Leadership and the executive director of the Global Leadership Advancement Center at San Jose State University. Joyce is the founder of the innovative GLLab assessment center and the Global Leadership Passport Program. A winner of research and teaching awards, Joyce spent 14 years working overseas and continues to train, teach, and consult internationally. She has published on global leaders, expatriates, women leaders, and cultural sense making. **Dr. Sully Taylor** is a professor emerita of international management at Portland State University and a certified integral coach. During her academic career, she was the associate dean of graduate programs at Portland State, chair of the International Management Division of the Academy of Management, and a Fulbright Scholar. She did consulting and research on creating integrated global cultures and human resource management systems in multinational firms, publishing on global leadership, women expatriates, and global staffing.

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Cross-Cultural Training in International Corporations

George Renwick

This workshop is an intensive, hands-on introduction to becoming an effective intercultural trainer in corporations today. You will experience and discuss corporate clients' expectations, accurate needs assessment, creative program designs, engaging training methods, illuminating evaluation, successful marketing strategies, convincing proposals, and professional standards of ethics. Having participated in this workshop, each of you will be more competent and more confident in providing excellent training programs of exceptional value.

Dr. George Renwick is the president of *Renwick and Associates*, a consulting firm with 60 professional associates around the world. George has been responsible for training programs on cultural awareness, pre-departure preparation, in-country orientation, technology transfer, reentry, training of trainers, multicultural team building, supervision, negotiation, and international executive development.

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Living Diversity: Tools to Revive, Recharge, and Replenish

Tatyana Fertelmeyster and Kelli McLoud-Schingen

As professionals who are on the front lines of facilitating workshops, dialogues, or classrooms, we often work overtime to care for others, but forget to take care of ourselves. This session will explore the emotional toll that managing high-intensity spaces can have on the facilitator and the need for us to care for ourselves. We will explore tools, strategies, exercises, and rituals that are available to you when you need to refresh yourself. This workshop is not about diversity as a subject of our professional curiosity. It is about our living our lives with diversity, through diversity, and for diversity. We will stop, and think, feel, and dream together to figure out what it takes to be our own best tools—at our most effective and most resilient.

Tatyana Fertelmeyster is the founder and principal of *Connecting Differences*, offering intercultural, diversity, and facilitation training to corporate clients, educators, and mental health professionals both nationally and internationally. As a licensed clinical counselor, she has provided resettlement services to refugees and counseling for cultural transitions. Tatyana is a co-author of *Cultural Detective® Russia*, a master trainer of facilitators for *Cultural Detective®*, and a past president of *SIETAR-USA (Society for Intercultural Education, Training, and Research)*. **Kelli McLoud-Schingen** is the president of *KMS Intercultural Consulting*, specializing in global diversity and inclusion, social justice, and healing racism. She has facilitated diversity and inclusion workshops for educational, nonprofit, government, and corporate institutions globally since 1989. Kelli is a certified professional mediator, co-author of *Cultural Detective® African American*, and a past president of *SIETAR-USA*.

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Understanding Intercultural Families: A Systems Perspective

Anne P. Copeland

Few people embark on an intercultural experience alone. They may have bought a ticket for one, but their families are in their luggage nevertheless. Using a systems perspective, we will explore how the intercultural experience of expatriates, study-abroad students, immigrants, and those in intercultural relationships is shaped and directed by their family context. How is an expatriate work assignment affected by the needs of accompanying (and non-accompanying) family members? How do host families reorganize to take in a new member? (And how do the families at home reorganize to fill the gap?) How do immigrant families manage competing value systems as they integrate into their new communities? What unique challenges and opportunities do bi-cultural couples face? And what about families who adopt children from other cultures? You will leave the workshop with a vocabulary and set of tools to help others explore the power of family dynamics.

Dr. Anne P. Copeland is the founder and director of The Interchange Institute, a nonprofit organization focused on the support of people in intercultural transition. She was an associate professor of developmental, clinical, and family psychology at Boston University for the first half of her career, teaching graduate and undergraduate courses in family psychology, and co-authoring a research text, Studying Families. Now she conducts research and offers publications, cross-cultural training, and a training-of-trainers workshop, Crossing Cultures with Competence, through The Interchange Institute.

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From Unconscious Bias to Emotional Intelligence: Personal and Organizational Transitions

Anita Rowe and
Donna M. Stringer

After decades of diversity and inclusion work, organizations continue to approach these issues as an individual training challenge. This workshop recognizes the need for both individual and organizational change for effectiveness. The session will begin by exploring the concepts and research related to unconscious bias, offering you an opportunity to identify and understand both your own personal areas of bias as well as biases that exist within your organization. You will learn tools for reducing bias by understanding and increasing emotional intelligence in the areas of affirmative introspection, self-governance, intercultural literacy, and social architecting. We will use interactive exercises to apply concepts to both personal development as well as organizational change strategies.

Dr. Anita Rowe is a partner in Gardenswartz & Rowe, where for over 30 years she has helped a wide variety of clients manage change, build productive and cohesive work teams, and create intercultural harmony in the workplace. Anita and her partner, Lee Gardenswartz, have co-authored a series of articles and books on diversity and inclusion themes, including Managing Diversity: A Complete Desk Reference and Planning Guide, The Managing Diversity Survival Guide, and The Global Diversity Desk Reference: Managing an International Workforce. Dr. Donna M. Stringer was founder and president for 27 years of an organization development company in Seattle. She specializes in cross-cultural instructional design, team building, and culture change strategies. Donna has co-authored three books, including the recently published 52 Activities for Successful International Transitions. She was acknowledged as a "Diversity Legend" by the International Society of Diversity and Inclusion Professionals in 2012.

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Cultivating Intercultural Empathy

Benjamin Broome

Empathy is one of the most important capabilities of human beings, and it is a core intercultural competency. Because it allows us to anticipate the behaviors and reactions of others, empathy helps us adapt to their behavior and coordinate our interactions with them. In intercultural situations, however, establishing empathy is made more complex and difficult by participants' different cultural frames of reference. In this workshop, we will review the theoretical basis of intercultural empathy, identify challenges to creating empathy in intercultural interaction, and develop practical strategies for enhancing intercultural relationships through empathy. This highly interactive workshop will utilize exercises, structured dialogue, role plays, and case studies to explore methods and tools for constructing empathic spaces in intercultural situations.

Dr. Benjamin Broome is a professor of human communication at Arizona State University. He teaches undergraduate and graduate courses in intercultural communication, facilitating intercultural dialogue, and peacebuilding. His research is focused on the development and application of culturally appropriate methodologies that cultivate empathy and enable sustainable dialogue in protracted conflict situations. For over 20 years Ben has worked closely with individuals, groups, and organizations on the divided island of Cyprus, as well as in Turkey and Greece. His work centers on building cultures of peace, in which the tensions that inevitably result from differences and disagreements become the impetus for dialogue rather than violence.

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The Neuroscience of Intercultural Management

Mary E. Casey and
Shannon Murphy
Robinson

When it comes to working across cultural differences, does your brain work for you or against you? Can learning about the brain help us be more inclusive when working across differences? New research demonstrates that, despite our best intentions, our brains can present barriers when it comes to communicating across cultures. Neuroscience is providing compelling new information on the nature of the unconscious brain. This workshop will present a new, brain-based paradigm for intercultural management. We will explore recent neuroscience findings on how the natural wiring of the brain impacts our ability to be inclusive, navigate complexity, and create sustained positive behavioral change, as well as constructive ways to respond. We will discuss how to manage the brain's tendencies that may work against inclusion and learn how to strengthen its capacity for inclusion, both individually and organizationally.

Mary E. Casey, co-founder, with Shannon Murphy Robinson, of *BrainSkills@Work*, brings 25 years of work with Fortune 500 companies in the areas of diversity and inclusion, cross-cultural awareness, leadership development, and women's development. Mary also holds advanced certification from Harvard as a *NeuroBusiness* coach. She and Shannon co-authored *The Neuroscience of Inclusion: New Skills for New Times*. **Shannon Murphy Robinson** is an organizational consultant, trainer, and executive coach in global diversity and inclusion, intercultural management, and leadership development. Shannon has extensive experience creating and implementing large-scale diversity training initiatives and holds advanced certification from Harvard as a *NeuroBusiness* coach. She also co-authored the *BrainStates Management™* Self-Assessment profile.

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Language, Culture, and Intercultural Communication

Kyoung-Ah Nam

As Edward Sapir observed, “Language is a map of culture,” a map that is central to our work but is often ignored. In this workshop, we will explore how language and paralinguistics affect intercultural communication in various contexts, including teaching, training, and business. We will examine the impact of language on our perceptions, attitudes, and values; how we judge others by the way they speak; and how to bring language awareness into our intercultural work. Bridging theory and practice with a variety of methods—including case studies, audio-visu-als, role plays, and simulations—we will develop a hands-on, practical application to your daily work in a wide range of professional contexts. Cross-culturally sensitive situations, including greetings, negotiations, feedback, apologies, compliments, arguments, email correspondence, and conference calls will be reviewed in a new light. You will receive a variety of training materials to use in your own work.

Dr. Kyoung-Ah Nam is an assistant professor in the Intercultural and International Communication Program at American University’s School of International Service in Washington, DC, where she is an Advisory Council member of the Intercultural Management Institute. Through her work with key international organizations in both academic and business sectors, and as a former journalist, Kyoung-Ah has gained extensive experience in intercultural education and training, study and work abroad, cross-cultural management, and global leadership development. She has published extensively on intercultural relations and has traveled for work and pleasure in more than 45 countries over the last 20 years.

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Assessing Intercultural Competence

*Michael Stevens and
Chris Cartwright*

A wise old adage claims, “What you can measure, you can manage!” This notion lies at the heart of assessing intercultural competence. Through hands-on learning methods, this workshop will familiarize you with many of the more well-established and valid assessment tools available in the field. We will use illustrative cases to show how assessment results can form the basis for making decisions to develop the intercultural competence of practitioners and clients. You will learn about several of the most commonly used inventories, relevant research, and how the needs, processes, and outcomes of programs can be systematically evaluated. We will examine the proper role of assessment for a variety of applications, including self-awareness, individual coaching, training and development, and selection decisions. We will also explore the ethical implications of using inventories across various applications. You will have the opportunity to take multiple assessment inventories during the class. *There is an optional \$15 materials fee for those who would like to take the Intercultural Development Inventory (IDI).*

Dr. Michael Stevens is a professor of management and department chair at Weber State University, the lead author of the Teamwork-KSA employment test, and a key member of the development team for the Global Competencies Inventory. **Dr. Chris Cartwright** is the director of intercultural assessment for ICI where he supports organizations around the world in assessing and developing global leadership and intercultural competence. He is also the associate director of the ICI MAIR graduate program.

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Women As Interculturalists: The Changing Landscape

Laurette Bennhold-Samaan and Arlene Roane

Are you a woman in the intercultural field? Whether you are in the early stages of your career or changing careers, the intercultural landscape is evolving, with powerful implications for women. What kinds of careers are now possible in the intercultural field? Using two validated instruments, this working session will explore your work-style preferences, methods for processing information, as well as your unconscious biases. All of these form the foundation for thinking agility, diversity of thought, and innovation. Come to this working session and hear real-life case scenarios, share your personal journey, and create your own personal path.

Laurette Bennhold-Samaan, chief operating officer at Aperian Global, is an international executive with over 30 years of experience in the intercultural field. Her wide-ranging intercultural experience includes working for private sector organizations (Accenture, Honda of America), international organizations (The World Bank), the government (The Peace Corps), nonprofits (FLAG Families Living Abroad in Germany, Intrax, and People Exchange), and higher education (University of Maryland, City Colleges of Chicago, and Strayer College). She has co-authored several intercultural training books, including *Culture Matters*; *Culture Matters: Trainer's Guide*; *Host Families Matter*; and *The ABCs of Working with Americans*. **Arlene Roane** is a senior consultant with Aperian Global and serves as an advisor on growth and development in global inclusion and diversity. She is also the founder and current president of Redhouse Performance Consulting. Often a keynote speaker, Arlene works as a facilitator and trainer in the areas of global diversity, inclusion, and global talent development in multinational, regional, and local organizations.

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Session III A: July 25–29, 2016

Culture, Communication, and Team Collaboration

Terence Brake

Organizations value the idea of collaboration, but aspiration and reality are often far apart. Having people work together across physical, psychological, and cultural distances—via new collaborative technologies—presents both challenges and opportunities for interculturalists whose task is to facilitate human connection and understanding. In this workshop, we will blend explorations of virtual collaborative frameworks, tools, and best practices with interactive learning experiences to promote skills development in cultural awareness, cultural co-creation, intercultural communication, and conflict management in an increasingly digital world. *You should bring a laptop with wireless capability because some exercises will be conducted via technology.*

Terence Brake is the director of learning and innovation at TMA World, a consultancy focused on providing learning solutions for organizations experiencing the human challenges of operating in a borderless workplace. He is the author of several books and numerous articles on culture and collaboration, most recently *Where in the World is My Team: Making a Success of Your Virtual Global Workplace*. He is now writing a series of e-books on working globally. In 2015, he was also a visiting faculty member at the Mudra Institute of Communications (MICA), Ahmedabad, India.

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Teaching Intercultural Communication

Leeva C. Chung and Stella Ting-Toomey

This workshop presents an overview of the theories and tools of intercultural communication flexibility, effective approaches to teaching this important subject, and a selection of appropriate teaching methods. We will discuss fundamental approaches in teaching intercultural communication, review current theories in intercultural communication, examine lecture modules on selected intercultural topics, and evaluate different teaching methods. The workshop will focus on various identity-based communication themes in contemporary U.S. society and international arenas. We will explore how active learning exercises can be linked to intercultural concepts such as cultural values analysis, different identity frames, verbal and nonverbal communication styles, ingroup-outgroup boundary formation, attribution biases, intergroup conflicts, and culture shock. *If you have an intercultural-related exercise, activity, or assignment that works well, you are invited to bring two copies to share.*

Dr. Leeva C. Chung is a professor in the Department of Communication Studies at the University of San Diego (USD), where she is the faculty Changemaker Champion for 2015-2016 and won the 2015 Innovation in Community Engagement Award for her work in applied problem solving through community partner engagement. Her research interests include ethnic and global identity, intergroup perceptions, and pop culture. **Dr. Stella Ting-Toomey** is a professor of human communication studies at California State University, Fullerton. She has published 17 books and over 120 book chapters and journal articles on the topics of cultural/ethnic identity, cross-cultural facework, and conflict communication competence. Stella and Leeva co-authored the 2nd edition of the textbook *Understanding Intercultural Communication*.

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When Our Students Learn Away from Home: Training for Transformation

Mick Vande Berg

Students come and students go, and we used to believe that learning occurred. For many decades, international educators assumed that students who left home to complete part of their studies elsewhere learned either through exposure to, or immersion in, unfamiliar or challenging cultures. The question that we are increasingly asking is, "How should we be intervening to maximize their learning?" We will respond concretely to that question so you will be able to help students interact effectively in other cultural contexts. This train-the-trainer course is designed to help you bring mindfulness into your intercultural work, to allow you and your students to experience and practice frame shifting, and to inspire your students to recognize that discomfort may signal opportunities for intercultural learning. You will leave the course with a set of activities to use in your own training, with enhanced skills to use them effectively and appropriately.

Dr. Mick Vande Berg has held international education leadership positions at several institutions and organizations that are well known for their commitment to international education. The principal editor and author of *Student Learning Abroad: What Our Students Are Learning, What They're Not, and What We Can Do About It*, he frequently trains intercultural trainers and provides intercultural coaching in the U.S. and abroad. A founding board member of the Forum on Education Abroad, he is a recipient of both the Forum's Peter A. Wollitzer award for his "remarkable effectiveness in influencing institutions of higher education to understand and support study abroad" and the 2014 IDI Intercultural Competence Award "for outstanding contributions to organizational development in increasing intercultural competence."

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Facilitating Intercultural Competence: Experiential Methods and Tools

*Basma Ibrahim DeVries
and Tatyana Fertelmeyster*

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One of the main challenges for trainers and educators is finding meaningful methods and tools to develop intercultural competence. This workshop will actively engage you with conceptually grounded and widely used approaches to intercultural communication competence, such as communication styles, conflict styles, learning styles, the Cultural Detective®, and Personal Leadership. It will equip you with creative methods for training and coaching for both culture-general and culture-specific contexts. We will focus on effective group dynamics, co-facilitation, adaptation, and strategic management of participants' and clients' needs, as well as the creation of your own activities. You can expect to be creatively, experientially, and reflectively engaged. *Some basic knowledge of intercultural communication concepts and some experience with presentation and facilitation is recommended.*

Dr. Basma Ibrahim DeVries, a professor of communication studies at Concordia University in Minnesota, provides intercultural training and consultation to corporate, educational, and community clients, and leads travel study and service-learning groups to Egypt and Mexico. Basma was a faculty member aboard *The Scholar Ship* and co-authored *Communication Highwire: Leveraging the Power of Diverse Communication Styles and Cultural Detective® Egypt*. **Tatyana Fertelmeyster** is the founder and principal of *Connecting Differences*, providing intercultural and diversity training both nationally and internationally. As a licensed clinical counselor, Tatyana combines psychological and intercultural perspectives in her work. She is also a co-author of *Cultural Detective® Russia*, and a master trainer of facilitators for *Cultural Detective®*.

Changing Times, Shifting Places: Ten Provocative New Insights

*John Condon and
Richard Harris*

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Today, when the need for intercultural communication expertise has perhaps never been greater, many of our older beliefs and assumptions are threatened by the speed and complexity of cultural change. How can we update our understanding and our skills in order to meet these challenges with creativity and confidence? We will consider insights from a range of social science disciplines, which are now as interdependent as cultures and nations. You will be introduced to contributions from leading thinkers with a view to formulating a truly multidisciplinary approach to confronting new intercultural realities. We will balance theoretical discussions with practical activities, focusing particularly on the key cultural themes of time and space and the influence of digitization, and will provide you with exciting new perspectives to apply in your work and thinking.

Dr. John (Jack) Condon, author, award-winning educator, and founding faculty member of the Summer Institute, is also regarded as one of the founders of the intercultural field. An emeritus professor at the University of New Mexico, Jack taught overseas for 20 years in Asia, Latin America, and Africa. He is the director of the Jemez Institute where, with Native American friends, he offers field trip seminars in New Mexico. **Dr. Richard Harris**, born in London, U.K., has been a faculty member at Chukyo University, Japan, for over 30 years. Richard's eclectic research interests range from the influence of physical and psychological space on intercultural encounters to the representation of ourselves and the other in media, museums, tourism, and interpersonal interaction. He is the author of *Paradise: A Cultural Guide, a study of cross-cultural concepts of the ideal*.

The climate and context for intercultural training has changed dramatically in the last decade. No longer can we enter training rooms confident that our participants will share our worldview, our cultural norms, or even our own language. Intercultural training has become infinitely complex—and intriguing. Core to training such globally diverse audiences is our capacity to assess their developmental readiness and to select methods to intentionally increase intercultural competence. In this workshop, you will have the opportunity to develop a working understanding of intercultural competence models across both domestic and global contexts, identify culturally influenced styles that impact training, develop a toolkit of developmentally appropriate activities, and resolve vexing training challenges you have faced.

Dr. Janet Bennett finds poetry in creating spaces where shared learning takes place. As the executive director of the Intercultural Communication Institute (ICI), she has many opportunities to enjoy this dance of design and development. Janet writes about developing intercultural competence, appreciating the process of cultural adaptation, and intercultural training in its many forms. **Dr. Nagesh Rao** is a teacher, storyteller, dancer, listener, statistician, poet, and a proud father of two daughters. His many marginal experiences give him a wealth of stories and theories to share about discovery of self and others and about how to be an effective change agent. Nagesh also happens to be the director of MICA, the Mudra Institute of Communications, Ahmedabad, India.

Transformative Training: Design, Development, and Delivery

Janet Bennett and
Nagesh Rao

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Current patterns in organization development suggest a growing demand for coaching across cultures. This workshop is designed specifically to address appropriate intercultural applications for one-on-one coaching engagements. We will examine the foundations of successful coaching programs for developing intercultural leadership skills with clients, including how coaching may or may not fit into their approach. We will explore what works and doesn't work with coaching engagements, discuss competencies that are involved in a coaching relationship, consider the various levels of client capacity with intercultural coaching, and reflect upon your own strengths and challenges when coaching. Part of our work will include developing coaching plans to use with prospective clients. *No previous coaching experience is expected.*

T. Glen Sebera joined The Renaissance Consulting Group in 1997 after living and working in Japan for three years, and he has worked with corporate clients from over 40 countries in Asia, Europe, and North America. He has coached at every level within organizations, from executive level to individual contributor, across multiple functions and industries, including Hewlett-Packard, Hitachi, Wells Fargo, Agilent, and Yahoo! In addition to advising other coaches on intercultural issues, Glen leads manager-as-coach training programs for his clients.

Foundations of Intercultural Coaching

T. Glen Sebera

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Advanced Workshop: Coaching Global Managers

George Renwick

Coaching managers in international organizations today is necessary, challenging, and requires special coaching competence plus special cultural competence. This workshop is designed for experienced professionals: intercultural specialists, managers, and coaches (both in-house and external). We will draw on your experience and address your specific responsibilities and concerns. All discussions will be candid and confidential.

These critical topics will be explored, and real-life examples will be included:

- Expectations of global managers
- Range of coaching being done with global managers today
- Methods most effective with different nationalities
- Creative coaching: New roles and methods now being tested
- The business of coaching: Marketing, pricing, and evaluation
- The lifestyle of coaching: Ensuring our personal well-being

Follow-up session: You will have an in-depth, individual discussion with the instructor on the telephone.

Dr. George Renwick is the president of Renwick and Associates, an international consulting firm. He has completed consulting assignments in 26 countries for 40 multinational corporations. George has taught Master Classes on coaching at the University of London and the Birla Institute of Management Learning in Mumbai, India. He has personally coached more than 500 men and women in management positions, representing 28 nationalities.

Race and Reconciliation

Thomas Kochman and
Jean Mavrelis

In 2015 we experienced one senseless act of violence after another in the United States, the majority involving Black members of our communities. Perhaps no other event in this country moved us more than the killings at Mother Emanuel Church in Charleston, South Carolina, where nine Black churchgoers were slain. This tragedy, as well as many others, has stimulated the Council of National Black Churches initiative for a National Dialogue on Race and Reconciliation. We will examine reconciliation from the point of view of culture and race, new frameworks for culturally sensitive conversations about race, the difference between forgiveness and reconciliation, and new resources to increase the likelihood of successful dialogue. You will have the opportunity to participate in and facilitate what have come to be known as difficult dialogues, using a unique and supportive process developed by the faculty.

Dr. Thomas Kochman, chief operating officer of Kochman Mavrelis Associates and a professor emeritus of communication, University of Illinois at Chicago, is also the author of *Black and White Styles in Conflict*. Tom's fields of expertise include cultural diversity training and research as well as conflict, race, and culture. His focus is on the impact of cultural differences on interpersonal communication and organizational culture. **Jean Mavrelis** is the chief executive officer of Kochman Mavrelis Associates and co-author, with Thomas Kochman, of *Corporate Tribalism: White Men, White Women and Cultural Diversity at Work*. She has served on the Illinois Sex Equity Task Force and is known for her work on cultural diversity training, research, and management, with a special interest in the area of gender and culture.

Additional Learning Opportunities

Cultural Detective®

Facilitator Certification Workshop

July 23-24, 2016 • Portland, Oregon (during SIIC)

Cultural Detective® is a unique, process-based tool that helps users develop the skills and strategies needed for intercultural competence. It provides the ongoing, structured learning that research shows is needed to develop intercultural competence.

A result of collaboration among over 140 intercultural experts globally, the Cultural Detective series offers more than 70 modules, both culture-specific and topic-based. It can be directly applied to a variety of contexts and situations, and it is easily incorporated into existing training or coaching programs.

The Cultural Detective Facilitator Certification Workshop is offered for trainers and educators seeking sophisticated strategies for introducing the complexity of cultural values to program participants, and helping them bridge similarities and differences for innovation, productivity, and satisfaction. ICI is pleased to partner with Dianne Hofner Saphiere, creator of the Cultural Detective series, to offer this special workshop between Sessions II and III.

If you want to strengthen your skills as a facilitator, coach, or team lead, and learn the power and versatility of the Cultural Detective Method, join this two-day inspiring and enriching workshop.

Information about registration can be found at intercultural.org/cultural-detective.html.

The Global Competencies Inventory (GCI) and The Intercultural Effectiveness Scale (IES)

GCI Qualifying Seminar

July 23-24, 2016 • Portland, Oregon (during SIIC)

IES Workshop

July 24, 2016 • Portland, Oregon (during SIIC)

The Kozai Group, creators of the GCI and the IES, is composed of leading scholars and consultants in areas of intercultural and international education, research, training, and consulting.

The GCI measures personality characteristics associated with working effectively across cultures in an organizational environment, and is predictive of higher levels of performance in international assignments, increased intercultural skills, and greater job satisfaction. Qualifying Seminars are required to prepare professionals to use the GCI. This seminar will help you understand the development, interpretation, and methods for using the GCI to create a development plan for clients. The GCI Qualifying Seminar is two days long and open to trainers, consultants, and coaches who want to use the GCI.

The IES is a streamlined educational and trainer version of the GCI, and has been designed specifically to assess people's personality characteristics that have been associated with effective behavior in intercultural contexts. Teaching aids are available for the IES, although purchase of the IES does not require certification. This is a one-day workshop designed to give educators, trainers, and consultants a general understanding of how to teach, train, and coach for intercultural effectiveness using the IES.

Information about registration can be found at intercultural.org/kozai.html.

Reed College: The Setting for SIIC

The site of the Summer Institute for Intercultural Communication is the lovely wooded campus of Reed College, 20 minutes from downtown in the middle of a residential neighborhood in southeast Portland. Reed College is a cordial host for SIIC; it considers the support of SIIC as part of its educational mission. The 116-acre campus, which is known for its extensive collection of Pacific Northwest indigenous plants, also has a trail system available to walkers and joggers.

Optional On-Campus Housing

Participants are housed on Reed's campus in comfortable residence halls that provide same-sex shared bathrooms and full showers. A semi-private double has two beds in one large room divided by a partition wall. Meals in the Commons Café are included.

Commons Café

The café provides coffee and espresso drinks and a variety of menu options from around the world, featuring made-to-order entrées. There are also numerous vegetarian and vegan choices available. If you have other restrictions, such as requiring a gluten-free diet, please contact ICI so we can do everything possible to accommodate your needs.

ICI Research Library and SIIC Bookstore

A small selection of new and classic intercultural materials from the ICI Research Library will be available onsite during SIIC. The entire ICI Library, which contains over 32,000 specialized books, articles, and training materials, is housed at ICI's permanent headquarters and will be open to participants on scheduled days during SIIC. Some current titles in intercultural relations will also be available for purchase in the SIIC Bookstore.

Check-in Procedure

You can check in on the Reed campus starting at 2:00 p.m. the day before your session begins. If you are staying off-campus, you may also check in starting at 8:00 a.m. the morning of your workshop. When you check in, you will receive a swipe card to use as both your meal card and to access dorms and classrooms. If you are staying on-campus, you will also be given a key to your specific dorm room.

You will also receive a name tag at check-in, an important part of SIIC culture that will identify you to campus security and to other participants. Finally, you will be given a binder containing daily schedules for workshops and evening programs, a campus map, and other useful information. (Details about logistics, ground transportation, car rentals, off-campus housing, and local attractions will be made available on our website in June and also emailed to participants.)

Check-out Procedure

For on-campus participants, check-out time is 10:00 a.m. the morning after your session ends. We need to have the rooms vacant by then so we can get them cleaned and ready for the next session. You are welcome to leave your luggage in the SIIC office until you are ready to leave campus. We ask that you put your room key in the drop boxes located in the first floor lounge or stairwell of the dorm. Please do not leave your key in your room. (You may keep your swipe card as a souvenir, or just toss it.)

2016 Financial Information

	Housing Preference				
	Off-Campus	On-Campus			
		Double without A/C	Double with A/C	Single without A/C	Single with A/C
1-Day Workshop	\$415	\$570	\$605	\$585	\$645
3-Day Workshop	\$1145	\$1640	\$1710	\$1695	\$1795
5-Day Workshop	\$1865	\$2505	\$2585	\$2545	\$2665
Extra-night Housing with Meals		\$75	\$80	\$85	\$90
Extra-night Housing without Meals		\$40	\$45	\$50	\$55

Included in the Cost

- Workshop tuition
- Lunch each day of the workshop
- Optional on-campus housing, with additional meals
- Most workshop materials
- All evening programs

On-campus:

- Housing is provided in Reed's residence halls beginning the night before your workshop starts until the morning after the workshop concludes. *Extra nights before, between, or after sessions are available.*
- Three meals in the Commons Café each day of the workshop are included, plus breakfast the morning of your departure.

Off-campus:

- Lunch in the Commons Café each day of the workshop is included. *You may purchase dinner, and you are encouraged to remain for the evening programs.*

Discounts

Former SIIC participants and Master of Arts in Intercultural Relations (MAIR) students and alumni will receive a discount of \$50 for each 3-day or 5-day 2016 workshop.

On-campus participants adding a Sample of SIIC (SOS) workshop after Session I will receive a discount of \$40.

The Early-bird discount, as indicated on the registration form, requires registration and payment in full by June 1, 2016.

SIIC Installment Plan (SIP)

Upon approval, you can borrow up to 60% of the cost of any workshop, interest free. These credit accounts will be payable in six equal monthly installments, beginning in August 2016 and continuing through January 2017. For more information, contact Steven Dowd, Director of Finance (steven@intercultural.org), or visit our website to download and submit an application. We invite you to "Take a SIP of SIIC" this year!

2016 Registration Information

Registration Procedure

You may send the entire fee or a deposit of \$100 per person. **Final payment is due prior to arrival.** Registrations without a deposit will be put on a waiting list.

If you are sponsored by a corporation or academic institution you may register with a purchase order number. Payments must be made in U.S. dollars drawn on a U.S. bank, or by MasterCard, VISA, or American Express.

You may cancel your registration up to 10 business days before the start of your workshop, and we will refund your tuition less a \$100 cancellation fee. Some substitutions or transfers, within 12 months, may be available by special arrangement. Contact Elsa Wallace (elsaw@intercultural.org) for details.

Workshop Availability

Enrollment in each workshop is limited to allow interaction among participants and faculty. Please list your first- and second-choice workshop for each session; every effort will be made to place you in your first-choice workshop. If the workshop is full or cancelled, we will call before placing you in your second choice. **Since workshops run concurrently, only one workshop may be attended per session.** However, the workshops have been carefully scheduled to make it easy to combine a 3-day workshop in one session with a 5-day workshop in another session.

Session I offers 3-day workshops geared to professionals who want a succinct but still sophisticated overview of various topics. **Session I workshops are not more introductory than those in Sessions II and III.**

A Sample of SIIC (SOS) offers 1-day workshops on Saturday, July 16. Session I and Session II participants are encouraged to stay on or come early to add a 1-day workshop topic to their curriculum.

Session II offers both 5-day and 3-day workshops, and provides more extensive information, resources, and practical applications.

Session III offers both 5-day and 3-day workshops. **Unless titled "Advanced . . .", workshops in Session III are not more advanced than those in other sessions.**

Please note: Although we encourage early registration to assure a place in your first-choice workshop, we will accept registrations until a workshop is full.

Choosing Your Workshop

Selecting the best workshop to meet your needs based only on the written description can be challenging. After you check the more detailed online workshop descriptions, we encourage you to use the excellent advising services at ICI. The staff welcomes the opportunity to provide you with details by phone or email about instructors, workshop content and methods, and possible alternative choices. We want you to be satisfied with your choice, since changing workshops after they begin may be difficult. If your organization is sending a team, it is especially beneficial to receive advice on distributing and balancing topics for the group.

2016 SIIC REGISTRATION FORM

Please print clearly and complete both sides of the form.

Name _____ Gender M F _____

First name or nickname for nametag _____

Title _____

Organization _____

Mailing address _____

City/State _____

Country/Zip or Postal code _____

This address is Home Work Both

Home phone _____ Cell _____

Work phone _____ Fax _____

Email _____

In case of an emergency, we should contact:

Name _____ Relationship _____

Home/Cell phone _____ Work phone _____

HOUSING: Participants stay in comfortable residence halls with same-sex shared bathrooms. A semi-private double has two beds in one large room divided by a partition wall.

Semi-private Double without A/C Semi-private Double with A/C

Single without A/C Single with A/C

Off-campus (*Participant to arrange own housing.*)

Before you purchase a nonrefundable airline ticket, make sure you have written confirmation of your registration or contact ICI to verify your registration.

Reminder: You can register online for the weekend Cultural Detective Facilitator Certification Workshop, the GCI Qualifying Seminar, or the IES Workshop, held on campus July 23-24. See page 33 for more information.

CURRENT PAYMENT: \$100 deposit (**Final payment is due before arrival.**) Total fee

METHOD: U.S. bank check/money order (enclosed) Purchase order # _____

MasterCard VISA AmEx Account # _____

Exp. date _____ Signature _____ Security code _____

Please mail or fax this form to:

THE INTERCULTURAL COMMUNICATION INSTITUTE

8835 SW Canyon Lane, Suite 238, Portland, OR 97225 USA

Phone: 503-297-4622 • Fax: 503-297-4695 • Email: ici@intercultural.org

To register online, go to: intercultural.org/siic-registration.html.

(Continued on next page.)

SESSION I: July 13-15 (3-day workshop)

1st choice: Workshop: _____

2nd choice: Workshop: _____

A SAMPLE OF SIIC: Saturday, July 16 (1-day workshop)

1st choice: Workshop: _____

2nd choice: Workshop: _____

SESSION II A: July 18-22 (5-day workshop)

1st choice: Workshop: _____

2nd choice: Workshop: _____

SESSION II B: July 18-20 (3-day workshop)

1st choice: Workshop: _____

2nd choice: Workshop: _____

SESSION III A: July 25-29 (5-day workshop)

1st choice: Workshop: _____

2nd choice: Workshop: _____

SESSION III B: July 25-27 (3-day workshop)

1st choice: Workshop: _____

2nd choice: Workshop: _____

Session I, II B, and III B (3-day workshops)

- Off-campus: \$1145
- On-campus: Semi-private Double: \$1640 (with A/C: \$1710); Single: \$1695 (with A/C: \$1795)
- Early-bird discount: \$-50*
- Optional *materials fee for Workshop #28*: \$15 \$ _____

Session II A and III A (5-day workshops)

- Off-campus: \$1865
- On-campus: Semi-private Double: \$2505 (with A/C: \$2585); Single: \$2545 (with A/C: \$2665)
- Early-bird discount: \$-75*
- Materials fee for Workshop #15*: \$48 \$ _____

A Sample of SIIC (1-day workshops)

- Off-campus: \$415
- On-campus: Semi-private Double: \$570 (with A/C: \$605); Single: \$585 (with A/C: \$645)
- On-campus: Continuing from Session I: \$-40 \$ _____

**Early-bird discount requires registration and payment in full by June 1, 2016.*

Discount of \$50 per 3-day or 5-day 2016 workshop for former SIIC participants or MAIR students/alumni. Years attended or Cohort # _____ \$ - _____

Extra night(s) (See page 35 for details.) Date(s) _____ \$ _____

TOTAL: US \$ _____