

Enhancing Your Clients' Intercultural Readiness: IRC Train-the-Trainer Workshop

As a member of the IRC Network of Intercultural Professionals, you now have the opportunity to join our IRC Train-the-Trainer workshop. The goal of this workshop is to support our IRC Licensees in program design and delivery for intercultural seminars in which the IRC is used. The course has been specifically designed for IRC Licensees, and attendance is for IRC Licensees only.

Background

How can we enhance our clients' intercultural effectiveness? This is the overall goal of intercultural learning interventions (Thomas & Fitzsimmons, 2008). These interventions are often difficult, and numerous factors need to be addressed at the same time. Faced with this complexity, how can we create opportunities for clients to benefit fully from their IRC feedback? Which factors influence their reactions to their IRC feedback, and how can we manage these factors? These will be the core topics of the IRC Train-the-Trainer workshop.

Connect – Perform – Enjoy

To enhance our clients' intercultural effectiveness, our interventions need to support them in **Connecting** to people from other cultures, **Performing** in an international work environment, and **Enjoying** their intercultural encounters. The IRC competencies help you and your clients understand how they can improve their approach in these areas:

- Intercultural Sensitivity and Intercultural Communication are all about Connecting to others
- Building Commitment informs clients about their strengths and potential in Performing, and
- Managing Uncertainty helps them find new ways of Enjoying their intercultural interactions.

Growth Mindset

For clients to approach their IRC feedback constructively, they need to have, or be encouraged to have, a growth mindset rather than a fixed mindset (Dweck, 2007). People with a growth mindset respond to feedback differently than people with a fixed mindset. They see us as allies rather than judges, and welcome feedback as an opportunity for new insights rather than evidence of inevitable failure.

CPE Model of Intercultural Effectiveness
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Key new insights on Intercultural Readiness

In April 2014, *Intercultural Readiness: Four competences for working across cultures* (Brinkmann/van Weerdenburg) will be published with Palgrave MacMillan. We will share with you our most important insights into how the IRC competences develop and how you can support their development.

Objectives and outcomes of the IRC Train-the-Trainer Workshop

By the end of the workshop, you will:

- Know how to work with the IRC Model of Intercultural Effectiveness
 - Have learned about the intercultural growth mindset, and how it differs from an intercultural fixed mindset
 - Practice identifying a given mindset, and be better prepared helping your clients to adopt the growth mindset before giving feedback
 - Know the different phases of intercultural competence development, how they relate to time spent abroad, and how to transfer these findings to your own work
 - Experience and practise a wide variety of training methods, tools, and exercises focusing on the four IRC competencies and facets
 - Feel comfortable using the new training methods and tools in your own approach to training
 - Better understand how to vary training methods according to the levels of intercultural competencies in your target groups
 - Learn to debrief exercises focusing on IRC competencies and facets.
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Program Overview

Day One: Morning

- Welcome, getting to know each other and your questions around the use of the IRC in training sessions
- Intercultural effectiveness: **Connecting** to people from other cultures, **Performing** in an international work environment, and **Enjoying** their intercultural encounters
- Working with the IRC action plan and IRC facet cards

Afternoon

- Enjoy: Exercises and games for Managing Uncertainty
- Developing intercultural competences with a training actor

Evening

- Optional: dinner



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Intercultural Business
Improvement



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LuzAzul Trainingen

Day Two: Morning

- Perform: Exercises for Building Commitment
- Connect: Exercises focusing on Intercultural Sensitivity and Intercultural Communication

Afternoon

- Embedding the CPE Model of Intercultural Effectiveness in your own training courses
- Conclusions

All exercises can be used in your own training sessions. We provide you with the Train-the-Trainer manual, which includes all exercises and handouts.

The workshop will be held in or near Amsterdam. We work on Day 1 from 9.30 to 18.00, and on Day 2 from 9.00 to 17.00.

Who should attend?

The IRC Train-the-Trainer Workshop is designed for IRC Licensees who wish to learn how to optimally use the IRC in training sessions and to transfer the results of the IRC to intercultural effectiveness. Ideally you will have some initial experience in training, and/or have attended a general train-the-trainer course beforehand. If in doubt, get in touch.

Costs of the IRC Train-the-Trainer Workshop

Costs: € 775 excl. VAT 21%

To register, please fill in the registration form below and send it to

Intercultural Business Improvement

Phone +31 35 62 94 269 or E-Mail info@ibinet.nl

References

Ursula Brinkmann and Oscar H.M. van Weerdenburg (2014): *Intercultural Readiness: Four competences for working across cultures*. London: Palgrave MacMillan.

Carol S. Dweck (2007). *Mindset*. New York: Random House.

David C. Thomas and Stacey R. Fitzsimmons (2008). Cross cultural skills and abilities: From communication competence to cultural intelligence. In P.B. Smith, M.F. Peterson, and D.C. Thomas (Eds.), *The Handbook of Cross-Cultural Management Research*. Sage Publications.



Juanita Wijnands
Ideas4



Antonie Knoppers
Business Actor

IRC Train-the-Trainer Workshop Registration Form

To register, please tick the relevant box below and enter your contact details.

- I want to participate in IRC Train-the-Trainer on June 17 and 18, 2014.
- I want to participate in the IRC Train-the-Trainer on November 25 and 26, 2014.

IRC Train-the-Trainer Cancellation and Rescheduling Policy:

If for any reason you are unable to attend your course as planned, you may reschedule or cancel. Please inform us as soon as possible at +31 35 62 94 269 and also in writing via email at info@ibinet.nl or mail to Eemnesserweg 11-04, 1251 NA Laren, NL. The following cancellation and change fees will apply:

Cancellations: From date of registration up to 15 days prior to the first day of the course, you will receive a full refund minus a €200 administration fee.

Cancellations received less than 15 days in advance are nonrefundable.

Rescheduling: You may reschedule to attend another IRC Train-the-Trainer Workshop course for up to one year from the date of cancellation. The full fee of your course will be applied to the then applicable cost of the new course.

Full name	Work phone
Organization	E-Mail address
Street and/or P. O. Box	VAT Identification code (for companies based in the EU)
City and postal code	Country

Bank details Intercultural Business Improvement B.V., The Netherlands:

Account ABN Amro: 45 61 02 825 BIC: ABNANL2A

IBAN: NL42 ABNA 0456 1028 25

Please complete this registration form and send it to:

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