

## De Graef, Gunilla

### Intercultural competence in technical training: myth or necessity?

- Presentation 30 mins -

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#### Abstract

The European market favours transnational exchanges. Companies and organizations become active in other member states of the union, form border-crossing networks or recruit workers and staff from abroad. The exchange of knowledge and skills is at the heart of this process. But how can you successfully transfer procedures, operating modes, tasks and soft skills when confronted with a whole new setting, a whole new way of communicating? How interculturally sensitive do you have to be? How to acquire this sensitivity?

The Leonardo Da Vinci Janus project on tools for intercultural sensitive technical training tried to offer an answer to these questions. The objective of Janus was to create, experiment and disseminate a set of intercultural pedagogical tools. This set can be used when designing, planning and preparing training programmes.

- Tool 1: "Intercultural Reference System for the Trainer": an overview of the skills and competencies to be mastered when creating a training programme for variable intercultural contexts.
- Tool 2: "Diagnostic toolset": interactive instruments to measure the specific impact of cultural elements in a given pedagogical context. A card game; observation grid and on-line questionnaire.
- Tool 3: "Recommendations": an overview of practical tips, useful models and methods to be used when training in variable cultural contexts.
- Tool 4: All modules are integrated in a comprehensive methodological guide for the interculturally sensitive trainer.

#### Learning outcomes for participants

In this presentation you will:

- Gain insight into the Janus frame of reference
- Experiment the Janus card game
- Be introduced to some of the 300 recommendations and tips
- Receive a copy of the Janus-userguide

#### Profile

Gunilla de Graef is a collaborator at the Centre for Intercultural Management and International Communication of the Mechelen University College. For the past 15 years, CIMIC has been offering bachelor and postgraduate courses in intercultural Communication and Diversitymanagement. Alongside that, we provide companies and organisations with tailor-made guidance and training in the following fields:

- Diversity in the workplace: insights into an intercultural HR-Management
- Organisational culture and change-management: from 'acting on' diversity to 'appreciating' diversity.
- Training in intercultural communication and intercultural competence
- Training in dealing with racism and discrimination

CIMIC is an active partner in several European networks like Erasmus Mundus, Grundvig and Leonardo Da Vinci.