

Training Programme Intercultural Communication

DAY I: CULTURE & INTERNATIONAL COOPERATION	
Time	Content
09.30 – 10.00	Introduction: <ul style="list-style-type: none"> - Participants, trainers - Expectations, needs & limitations - Learning goals
10.00 – 11.00	Awareness & Pitfalls I <ul style="list-style-type: none"> - Culture - Communication processes <p>Video analyses of common pitfalls</p> <ul style="list-style-type: none"> - stereotyping - ethnocentrism - essentialism
11.00 – 11.15	Coffee Break
11.15 – 11.45	Awareness & Pitfalls II <ul style="list-style-type: none"> - Culture - Communication processes <p>Video analyses of common pitfalls</p> <ul style="list-style-type: none"> - stereotyping - ethnocentrism - essentialism
11.45 – 12.30	Clingendael Cultural Clusters I <ul style="list-style-type: none"> - Power - Space - Values
12.30 – 13.30	Lunch break
13.30 – 14.30	Clingendael Cultural Clusters <ul style="list-style-type: none"> - Society - Communication
14.30 – 15.00	Clingendael Cultural Compass <p>Self-assessment to discover personal preferred communication styles National average communicative preferences</p>
15.00 – 15.15	Coffee Break
15.15 – 16.15	Intercultural Negotiation Exercise <p>In despair</p>
16.15 – 16.30	Wrap up day I <p>Lesson's learned Time for questions</p>

DAY II: CULTURE & INTERNATIONAL COOPERATION	
Time	Content
09.30 – 10.00	Introduction & recap - Programme day II - Recap day I
10.00 – 11.00	Sensitivity Skills needed to effectively operate in multicultural environments - Contextualisation - Empathy - Reflective listening Intercultural Conflict management
11.00 – 11.15	Coffee Break
11.15 – 12.30	Case Study – Context of Crisis Management abroad Analysing intercultural conflict by means of Clingendael Reflection Method
12.30 – 13.30	Lunch Break
13.30 – 15.00	Role plays in EUAM context Participants practice their intercultural skills Participants apply the knowledge gained on day I
15.00 – 15.15	Coffee Break
15.15 – 16.15	Reflection on own experiences Participants get the opportunity to reflect on personal cases Participants share experiences with intercultural (mis)communication
16.15 – 16.30	Wrap up day II Lessons learned Time for questions