

Training Description Training topic:

Development of intercultural competences for students/PhD students of SGGW. In the amount of 8 teaching hours.

Training objective:

Increasing intercultural competences necessary for effective communication and effective work in a multicultural environment.

Development of skills in working with people from another culture.

Specific objective: is to develop intercultural competences in the area of communication skills and cooperation with a representative of a foreign culture, learning about one's own cultural conditions and their impact on the perception of the world and how cultural differences condition the course of communication. As well as adapting one's behavior to the cultural context and coping with ambiguous situations, building an attitude of openness towards other cultures and perceiving diversity as a resource.

Training methods:

interactive, mini-lectures, case studies, discussions, individual and group work

Benefits:

1. Gaining knowledge on the subject of cultural differences in verbal and non-verbal communication and effective ways of dealing with them,
2. Developing communication skills in contact with foreigners,
3. Becoming aware of one's own barriers in intercultural contacts and learning how to overcome them in order to build lasting relationships based on trust,
4. Increasing awareness and controlling behavior in a culturally diverse environment during long-term cooperation.

Proposed Agenda:

1. Dimensions of culture and their impact on communication,
2. Cultural differences in relation to time, social relations, communication style, 3. Barriers in intercultural communication,
4. Culture shock - psychological aspect,
5. Effective tools for intercultural communication.

Ad. 1 Providing participants with knowledge from the theory of cross-cultural psychology on culture, cultural dimensions and research results conducted by cross-cultural psychologists based on the work of Geert Hofstede's team at IBM. An exercise consolidating participants' knowledge of the dimensions of culture. Ad. 2 An exercise illustrating differences in the aspect of time and presenting Edward Hall's concept. Presenting basic information on differences in time perception, social relations and communication styles in different cultures.

Ad. 3 An exercise whose results will be used to develop a list of barriers in cross-cultural communication.

Ad. 4 Explaining what a culture shock situation is, its consequences for the individual experiencing it and their environment and learning about tools that allow for at least mitigating this phenomenon.

Ad. 5 Presenting tools to improve cross-cultural communication. The main function of these tools is to practice the ability to enter the perspective of the other party.

Trainer:



Aleksandra Passendorfer: social psychologist, intercultural trainer. Graduate of SWPS and the Polish Mediation Center and the TROP Group Trainers' School, currently undergoing certification for the title of psychotherapist. For 15 years, she has been creating and conducting teambuilding trainings and classes, specializing in leadership, change, crisis and intercultural management for business clients such as TGE, Accenture, GlaxoSmithKline, Super-Pharm, Gtech Poland, the Polish Institute of Diplomacy, the University of Warsaw, to name just a few. As an employee of the IOM - International Organization for Migration, she implements intercultural projects supporting mental and psychosocial health. For WHO and UNICEF, she conducted training for teachers and educators. She trained teams of non-governmental organizations in the field of intercultural psychology and communication and was the vice-president of SIETAR POLSKA - Society of Intercultural Educators, Trainers and Researchers for the last few years. She runs adaptation workshops for foreigners coming to Poland, as well as workshops on intercultural communication and working with people from other cultures for a wide audience (representatives of public administration institutions, teachers, non-governmental organizations). In her work, she develops attitudes and behaviours necessary in creating interpersonal relations, supporting the process of achieving the intended goals by the team. In training, she uses methods, including art therapy, strengthening human potential. Inspires creativity in the field of shaping human potential.