

Course type: Workshop

## Developing Key Problem-Solving Skills for the International Workplace – An Introductory Workshop to Intercultural Communication

### Organizational details

Instructor: M.A. *Alexia Petersen* ([www.aspetersen.de](http://www.aspetersen.de))

Date: March 5-6, 2018. Monday: 8:30 to 17:30; Tuesday: 9:00 to 17:00.

Location: Zeughaus, Ze-S3 (ground floor), Senkenbergstraße 3, D-35390 Gießen

**Participants:** Max 12 participants

### Objectives

- To provide learners with a foundation for self-regulated, on-going culture learning and expertise development
- Acquisition of a set of conceptual and analytic vocabulary with which to describe cultural behaviors more accurately
- Ability to assess the strategic value of culturally different behaviors according to different “cultural values logic” and anticipate “expectation gaps”
- Application of knowledge management in cross-cultural problem analysis
- Increased recognition of “*face*” issues as inseparable from technical problem-solving
- Recognition of and ability to deal with the *hidden conflicts* of “international English”
- Application of tools to problem diagnosis, face negotiation, and technical problem-solving via emails
- Ability to better *differentiate cultural-driven behavior* from personality and other situational factors

### Content

The increasingly global nature today of both academia and industry means that doctoral students and managers alike are faced with having to be more interculturally skilled and proactive in a work culture that does not comply with universal rules. Cultural background and referencing shape every aspect of communication, and the tools and strategies we believe to be instrumental for successful co-operation can in fact be dramatically different from what is expected, causing predictable “experience gaps” and trajectories of miscommunication. In anticipation of a global career, formal culture learning is essential for a coordinated management of the predictable (and in many cases, avoidable) risks of the international workplace, enabling individuals to leverage international experience as a valuable personal asset. The workshop focusses on:

- Navigating the conflict interface between talk- and silence-oriented communication and supervision styles
- The importance of “*face*”, and how talk- and silence-oriented behaviors are functions of face negotiation strategies
- Utilizing systematic analysis to differentiate between preventive and corrective actions, and to guide context- and culture-appropriate actions
- The hidden conflicts of “international English”

- Utilizing English as a face negotiation tool

## Methods

Guided-inquiry approach to conflict analysis training using:

- Schema-based and rule-based diagnostic tools
- Authentic case studies and critical incidents
- Peer-learning via group exercises, presentations, plenary evaluations, and discussions
- Process worksheet tools
- Trainer input

## Target group

Doctoral candidates and post-doctoral researchers in international working conditions (outgoing or incoming international staff/doctoral candidates)

### Prerequisites:

No previous intercultural training experience is necessary. Individuals with little or much intercultural experience will benefit from the “learning-how-to-learn” approach of this course. Participants should, however, possess good English skills in order to be able to follow presentations and actively participate in the highly practice-oriented workshop modules.

## Course language

English

Please note: As this is not an English language course proficiency in English at the C1 level of competency is required.

## Registration

We are looking forward to your participation to the Intercultural communication workshop!

How to apply? Kindly send us a SHORT motivation statement (about ½ page; max 1 page) specifying the experience you already have with intercultural communication, how successful intercultural communication will benefit your thesis work or future work, and what you would like to learn during the workshop. The motivation letters help the lecturer to prepare a tailored workshop. Candidates will be selected based on the relevance of the course for their study and professional life.

Registration by February 4<sup>th</sup>, 2018, via e-mail at [info@ggs.uni-giessen.de](mailto:info@ggs.uni-giessen.de).

Do not hesitate to apply, as we keep a waiting list!