

# DEVELOPING INTERCULTURAL COMPETENCE

## LUXEMBOURG, November 16, 2016

### LEARNING AND DEVELOPMENT PROGRAMME

#### GOALS

Our Intercultural Competence training programme will make you better equipped when faced with the challenges of dealing with different cultures, enabling you to work effectively and confidently in an ever-changing world. You will gain a deeper understanding of what it means to work in a multicultural environment or across borders and discover how to utilize cultural competence as a strength when dealing with cultural diversity.

#### LEARNING OBJECTIVES

Using a multi-method approach including case studies and lively intercultural discussions, this programme will:

- Introduce you to Hofstede's 6-D model, a scientifically based tool that will optimise daily working practices in an intercultural context
- Increase your knowledge of and insight into the importance of your own culture in determining your behaviour
- Emphasize the significance of other cultures' behaviours, assumptions, reactions, and expectations
- Sensitise you to identify and deal with cultural challenges in your day-to-day work

#### BENEFITS FOR THE PARTICIPANTS

By completing the Intercultural Competence training programme, the participant will be able to:

- Anticipate and react appropriately to culturally sensitive situations
- Understand the reasons behind conflicts in which culture is involved
- Better recognise, understand, and effectively deal with your own experiences in an international context, with the help of the 6-D model
- Be mindful of your own culture and the effects it has on your daily work practices and understanding

#### BENEFITS FOR YOUR ORGANISATION

Benefits related to competences developed during this training programme include:

- Increased understanding of the impact of culture on your organisation
- Improved effectiveness in dealing with people from different cultures
- Increased performance resulting from greater understanding of the impact on culture
- The ability to turn cultural diversity from challenge to advantage

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### AUDIENCE

Managers, employees and individuals who want to work more effectively in a global environment.

### CONTENT

- What is culture and the impact of cultural values on behaviour in business
- Hofstede's 6-D model on national culture - a research-based methodology
- Application of the 6-D model in real life context
- Real-life case studies, simulation games and discussions
- Action points

The interactive and practical nature of the workshop allows the participants to immediately apply their skills to increase their effectiveness and competence when working internationally.

### FORMAT

- When: November 16, 2016 from 9 am until 4:30 pm
- Where: House 17, Rue du Nord 17, L-2229 Luxembourg (Parking Théâtre)
- Price: 400 € excl. VAT per participant payable before the start of the course
- Language: English (The trainers also speak Dutch, French and German)
- Registration via [Register On Eventbrite](#) or see [our website](#) for more information

### ABOUT ITIM INTERNATIONAL - WHAT WE DO

The strength of itim International is found in the combination of science, experience and business expertise. We are a close-knit network, represented in 37 countries, with a collective wealth of cultural know-how that is based on continuous learning and sharing of experiences. Our consultants and trainers go beyond the do's and don'ts of cross-cultural interactions by providing an in-depth understanding of the role of culture in any international or multicultural environment, while showing how to turn diversity to a competitive advantage.

Through more than 30 years of experience, itim has improved the effectiveness of organisations from IKEA to Tieto, successfully extending the global reach of organisations large and small. Our work is grounded in scientifically credited models, as we are licensed to commercially apply the extensive research conducted by the renowned Prof. Geert Hofstede.