

INTERCULTURAL-COMMUNICATION ESSENTIALS PROGRAMME AND SCHEDULE

Belgrade, 19-20 March 2019

DAY 1 - Tuesday, 19 March

16.00-16.15 - Introduction to the workshop

Introduction to Dr Biljana Scott who will facilitate the workshop, ‘tour de table’ of participants, presentations and review of expectations.

16.15-17.00 - Variability

We are all different, which is what makes each one of us unique; but we are also similar in all sorts of different ways, which makes it possible to group us into categories. This introductory session looks at some of these categories, from neurologically determined ones to socially constructed ones, and asks: what is the nature of these categories? Are they fixed or fluid? Do they help or hinder us? Can we change our membership, and can we hold multiple membership? Finally, what happens when categories clash?

17.00-18.30 - Session 1: Communication Styles

We start by looking at individual styles of communication and ask participants to determine their default style: are you detached and ideas-driven; are you emotional and people-centered; or are you intuitive and inclined to see the bigger picture? The exercises in this 1st session explore these three basic categories and how they come across.

18.30-18.45 - Coffee and refreshments break

18.45-20.00 - Session 2: How would you react?

The aim of this session is to articulate individual profiles in greater detail. We ask participants what they would say or do in response to a number of different scenarios and then look for patterns in their reactions. We also consider typical inter-personal misunderstandings that arise as a result of different styles, and discuss how these might be avoided. We conclude the first day by emphasizing that our individual styles are not fixed or limiting and that we are capable of considerable individual variation depending on context, interpersonal dynamics, motives and moods.

DAY 2 - Wednesday, 20 March

16.00-17.45 - Session 3: Style-switching

The focus of the second day is on adaptability. We start with a series of exercises on how to switch from direct to indirect communication; from high context to low; and from a win-lose to a win-win mentality. Familiarity with both ends of these and other continua allows us to change our outlook along with our communication style, making it easier for us to put ourselves into the shoes of others. Understanding where someone 'is coming from' culturally and communicatively greatly increases flexibility and empathy.

17.45-18.00 - Coffee and refreshments break

18.00-19.45 - Session 4: Techniques

We survey a number of techniques that are designed to prevent us jumping to judgement, that help us bridge differences and resolve misunderstandings. We then conclude the workshop with a roleplay exercise that pulls together the lessons learned so far.

19.45-20.00 - Evaluation, final remarks, handing out the certificates