

TRAINING: CULTURAL COMPETENCE FOR QUALITY ASSURANCE PROFESSIONALS

HOST

NVAO Netherlands, Accreditation Organisation of the Netherlands and Flanders,

LOCATION OF THE VENUE

Tuesday, 28 March: IGLUU, Louis Couperusplein 2, The Hague, https://www.igluu.nl/ Wednesday, 29 March: NVAO Offices, Parkstraat 83, 2514 JG The Hague

INTRODUCTION:

To function effectively in our culturally diverse and increasingly globalising world, in any type of organisation, intercultural awareness and communication skills are an advantage.

If you would like to add to your skills set for effectively communicating and working with international experts and stakeholders in the European Higher Education Area or you're simply eager to know ways of improving your intercultural communication skills, then understanding how to negotiate cultural differences is crucial.

On this course you'll learn how to become aware of your own and others' cultural characteristics, cultural assumptions we all have, the shades of cross-cultural interaction, and their potential for (mis)understanding. You'll learn different communication styles, how values can change from country to country, and how you can more readily assess and adapt within diverse contexts.

This practically oriented course aims to:

- provide participants with a thorough foundation for understanding of intercultural communication as a phenomenon;
- encourage participants to engage critically with their default approach to culture, cultural differences and intercultural communication;
- enable participants to reflect systematically on their own cultural identities, background, and cultural and intercultural experiences.

FEES AND REGISTRATION:

Participation in this training costs 450 euro. The fee for ECA members (i.e. staff from QA agencies that are members of ECA) is 350 euro. The training fee covers the costs of the training and venue, dinner, and light lunches. The fee does not cover any travel costs or accommodation.

Registration is required by 5th of March 2023 through writing an e-mail with your name and organisation to secretariat@ecahe.eu.

After receiving your e-mail, we will let you know whether it is still possible to participate in the training. If we cannot offer you a place this time your name will be recorded on a waiting list and you will have priority when the training is organised again.

FACILITATORS:

Joanna Domagała, SUCTIA Centre Manager, ECA trainer Yvonne Overdevest, NVAO, ECA trainer

TRAINING: CULTURAL COMPETENCE FOR QUALITY ASSURANCE PROFESSIONALS PROGRAMME

TUESDAY, 28 March 2023

12:00 – 13:00 Registration and light lunch

13.00 – 17.00 TRAINING, PART ONE

1. Introductions, needs and objectives

The participants will be able:

- To identify their cultural background(s) and how it influences their interactions with others
- To indicate some basic similarities and differences between cultures
- To identify main intercultural differences and how they influence communication
- To understand how stereotypes impact our behaviour
- To indicate what is differences between verbal and non-verbal communication and its power.

2. Process of acculturation:

- The requirement to successfully manage intercultural/multidisciplinary collaboration in team work
- The necessity for intercultural competence when working in an international or multidisciplinary quality assurance environment.
- The ability to reflect on one's own cultural background and personal norms, values, and assumptions and create a safe, professional space for the "other".

3. Introduction to dimensions of cultures

- Discussing what culture is and some definitions
- Benefits of improving intercultural communication in the workplace
- Better teamwork and cooperation in teams
- How to improve intercultural competence both at an individual and organizational level

4. Discussion of individual critical incidents

• On the basis of critical incidents submitted prior to the training, participants work in small groups to reflect on and analyse previous intercultural experiences.

19:00 Dinner

Facilitators:

Joanna Domagała, SUCTIA Centre Manager, ECA trainer Yvonne Overdevest, NVAO, ECA trainer

WEDNESDAY, 29 March 2023

10.00 - 15.00

TRAINING, PART TWO

5. Stereotypes and how they work

- How do we deal with obstacles to intercultural communication such as stereotypes, assumptions and prejudices?
- Stereotypes versus generalisations, and cognitive biases.
- Benefits of a deeper understanding of the nature of cultural differences leading to more effective interaction between people in cross-cultural situations.

6. Cross-cultural Communication Styles and Verbal and non-verbal communication

- The influence culture and context have on communication styles.
- How cultural values and/or gender roles influence a communicator's style.
- How nonverbal messages can be culturally specific.
- How nonverbal communication impacts the message received.

7. The case study: Preparing for intercultural collaboration

• An exercise in small groups where we examine how to help participants understand a range of communication styles, to identify each other's individual preferences, and to consider how to create optimal team communication while respecting individual cultural preferences. Participants will be apply the theory of this training to a specific case study in their future QA practice. Potential intercultural differences in a diverse group of experts will be examined with possible solutions and approaches developed on the basis of what has been learned. They are encouraged to share these experiences with the teammates from the training.

8. Closing

14:00-15:00

Farewell and light lunch

Facilitators:

Joanna Domagała, SUCTIA Centre Manager, ECA trainer Yvonne Overdevest, NVAO, ECA trainer