

B2

Working in intercultural teams



Goal	Main goal of the training is to provide information about various approaches to develop cultural sensitivity. It aims to engage in intercultural relationships in the workplace and in various situations of participants' lives. Theoretical aspects discussed during the training are complemented by practical exercises and group works that are the most important activities of the training.
Format	Practical training
Recommended duration	Min. 6 hours
Content of the training activity	<p>35 % theory</p> <p>The main concepts such as culture, cultural diversity and sensitivity are presented in order to set up the common starting point for exercises. How curiosity can drive cultural communication and cultural sensitivity? How to handle challenges that situations within a multicultural environment might bring? The theoretical lecture also includes practical examples.</p> <p>65 % interactions</p> <p>Exercises are the core of this training because participants are engaged to develop, refresh or strengthen their skills in cultural sensitivity and multicultural communication. Exercises focus on recognizing the cultural differences in different situations of work life and adoption of approaches to work with those differences. They consist of simulations of critical incidents, group and classroom discussions and sharing the knowledge and best practices among participants. Exercises include sharing participants' own experience, self-reflection, worries, challenges and questions related to the topic in a safe environment.</p>
Expected learning outcomes	After the training completion, participants understand the concept of culture and principles of cultural diversity, cultural sensitivity and multicultural communication, in various working environment. They develop, refresh or strengthen their skills in this area so that they can handle various incidents and situations that might derive from cultural diversity.
Link to career opportunities in life-sciences	Research takes place international environment where international collaborations and partnerships are highly recommended. The soft skills acquired or improved during this training are applicable in various situations happening within academic activities and beyond (organization of an event, project management, joint research paper coordination, etc.).
Recommended training prerequisites	Ability to communicate in English since the language of the workshop should be in English to allow for the participation of international PhD students.

Recommended further steps	Engage in multicultural activities to come in touch with various cultures and practice multicultural communication.
Trainer/facilitator qualification	Skilled trainer, experienced in the international work and communication, good communicator

Recommendations and suggestions for course/activity setup and methods used:

Course/activity set-up and methods used	Training focuses mostly on the principles of cultural differences and communication that is likely to be experienced in intercultural working teams.	
	Duration	Activity description
	60 min	Introductions of training and trainers Interactive introduction of participants as a part of exercise
	90 min	Theoretical background + video Cultural diversity and self-reflection of participants differences in small groups
	60 min	lunch break
	40 min	Lecture about concept of culture and cultural diversity: <ul style="list-style-type: none"> ● What is a culture ● Iceberg. vs onion model of culture ● Scales of cultural differences
	60 min	Critical incidents exercise + debrief
	30 min	Advices for handling various situations — discussion
	20 min	Final discussion and Summary
Recommended number of participants	Min: 8 Max: 20	
Forms of active engagement	<ul style="list-style-type: none"> ● Interactive introduction of participants while in small groups, using an online interactive map, where each participant marks the country they think they have the most cultural experience from. Group interactions are followed by classroom discussion and introduction. Introductory exercise map: https://padlet.com/danielanousiainen/dp99q41vferwhoz4 ● Small-group discussions focused on sharing participants' experience with cultural diversity and sharing their self-reflections. Participants comment on each other's experiences. Group discussions are followed by a debrief in the classroom. Questions to be discussed: When did you realize a cultural difference-s? Describe the situations-s. How did you feel? What did you do in that situation? ● Simulations of various critical incidents and self-reflection on the experience in small groups. Group discussions are followed by a debrief in the classroom. ● Common discussion about practical advice for handling challenges related to cultural diversity in academic/work environments. 	

Follow-up activities/ Take home messages	Engage in multicultural environment to challenge own cultural sensitivity and practise the acquired skills
Training handouts	Presentation and additional material is shared with participants
Completion requirements	Be actively present during the training
Assessment of acquired competences	Self-reflection, feedback
Reflection questions	<ol style="list-style-type: none"> 1. How do you perceive cultural diversity in your workplace? 2. How the challenges of cultural diversity can be handled in your workplace?
Engagement of external experts	Senior international researcher with extensive experience in multicultural working environment.
Venue requirements	Space that enables group work in different corners; chairs/tables and flipchart. If it is an online training — it is responsibility of each participant to prepare a sufficient set-up for own training completion (camera, microphone, speakers working and active)
Technical and material requirements	If online: camera, microphone, speakers working and active, and sufficient internet connection.