CULTURAL COMPETENCY DEVELOPMENT FOR U OF M STAFF

Intercultural Training
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International Student and Scholar Services

Research Guides Objectives

Conceptual Frameworks Guide Training Design

Developmental Model of Intercultural Sensitivity

Intercultural Training Objectives

- Reduce international students' feelings of isolation from U.S. students
- Increase communication between native and non-native English speakers
- Decrease barriers for cross-cultural interaction
- Increase advising and coaching effectiveness amongst staff

Active Experimentation

- Practice skills learned
- Emphasize implementation of the "like story"
- Refine specific competencies

Reflective Observation

- Review/reflect on the experience
- Discuss anti-racism applications
- Complete evaluation forms

Kolb's Learning Styles

Concrete Experience

- Experiencing world perspective
- Performing "Out" activities
- Synchronize external behavior into change

Abstract Conceptualization

- Understand principles
- Understand enrollment numbers
- Acquire student videotaped differences

Icelandic Value Lens

- Importance of language
- Importance of community

U.S. American Value Lens

- Importance of equality
- Importance of spirituality

Activities Provide Practice

Playing by the Rules

- Playing the rules
- Sticking to the rules

Instructor: Annette Hultin

Don't Tell It Like It Is

- U.S. people find it better to tell the truth
- U.S. people find it better to be direct

Level the Playing Field

- Need cooperation from everyone in the country
- Need cooperation from everyone in the country

STAFF

U of M Staff Evaluations

- How do you think the students feel about the training?
- How do you think the students feel about the training?

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