



# IFCCTL

Institute for Cross-Cultural Teaching and Learning

## Intercultural Competence Development through Education Abroad: Key Concepts, Practical Applications Fall Semester 2018 webinar series

The Institute for Cross-Cultural Teaching and Learning is pleased to announce a series of four webinar presentations to be held September – December 2018. These webinars will be presented by specialists who have spent years teaching, researching, and writing about intercultural learning.

### Webinar #1: Developing Cultural Agility: Practical Tools for Intercultural Skill Development

Deirdre Mendez, University of Texas at Austin  
Thursday September 13, 2018, 1-2 pm Eastern time  
Registration page: <https://bit.ly/2PpIOmC>



In this presentation, Deirdre Mendez introduces Cultural Analysis, a step-by-step approach to developing skills at recognizing and responding to cultural difference for classroom teaching or study abroad. Students create eight-dimension cultural profiles for themselves and a counterpart. Comparing the profiles enables them to identify differences in their cultural orientations and predict and manage challenges for relationships. Cultural Analysis allows students to assess the unique cultural tendencies of specific groups, organizations and individuals, without relying on country generalizations. It suggests culture-based strategies for managing misunderstanding and conflict for any combination of cultural tendencies in the framework.

The webinar will describe the *Cultural Analysis Toolkit*, an open-access, downloadable suite of materials that guides educators and students in using the approach. Developed at the Center for Global Business at The University of Texas at Austin, this resource is used in study abroad programs at UT and has been accessed by hundreds of educational institutions worldwide. Deirdre will describe resources offered on the site, which include the Toolkit handbook for faculty, administrators, and students, a sample introductory presentation, a sample assignment, and an example of student work. She will share strategies for skills development and teaching methods and help participants tailor Cultural Analysis to their program goals and formats.

#### Learning Outcomes: Participants in this webinar will be able to:

- Access and provide information and resources for classroom and pre-departure presentations;

- Explain the Cultural Analysis approach and facilitate creation of personal and counterpart profiles;
- Design exercises and assignments that develop skills at recognizing and responding to cultural difference;
- Leverage competencies developed via Cultural Analysis in recruiting and employment advising.

### **About the Presenter**

**Deirdre Mendez** is a sociolinguist whose research focuses on developing practical tools for facilitating intercultural communication and collaboration. In 2005, after twenty years as a consultant in international business, she joined the Center for Global Business at The University of Texas at Austin, where she is currently Associate Director for Cultural Programs. Deirdre is a member of the faculties of management and marketing at the McCombs school of Business, and oversees the university's cross-disciplinary Certificate in Global Management. She teaches intercultural management in the U.S. and abroad and coaches students and executives in strategies for intercultural communication, global teambuilding, negotiations, partnership, and conflict mediation. Her book, [The Culture Solution](#), facilitates self-guided problem-solving for people working in international contexts.

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### **Webinar #2: Intercultural learning and engagement during study abroad: An online intervention**

Dr. Jane Jackson, Chinese University of Hong Kong  
 Thursday, October, 4, 2018 - 11 am – 12 pm Eastern  
 Registration page: <https://bit.ly/2BjgpLX>



Study abroad research increasingly points to the need for pedagogical interventions to optimize international educational experience. This webinar centers on a fully online course that aims to deepen the intercultural learning and engagement of international exchange students while they are in their host country. Guided critical reflection lies at the heart of this intervention, which includes an asynchronous forum, fieldwork, and a reflective essay. In the current offering, the students are also conducting an intercultural-global citizenship project and 'unpacking' their findings online. The lessons learned from designing and teaching the course will be shared and the session will evolve to a broader discussion of creative ways to use eLearning to enhance intercultural competence development.

### **Learning outcomes: Participants in this webinar will be able to:**

- Describe the theoretical underpinning and core elements in the online course;
- Identify the challenges and benefits of developing and implementing an online intervention for study abroad students while they are in their host country;

- Recognize and appreciate the merits of online mentoring to support and deepen the intercultural learning, engagement, and meaning-making of study abroad students;
- Explore ways to guide and assess intercultural learning (e.g. use reflective rubrics).

### **About the presenter**

**Jane Jackson, Ph.D.**, (University of Toronto) is Professor in the English Department at the Chinese University of Hong Kong, where she teaches applied linguistics and intercultural communication courses. A recipient of numerous research grants and teaching awards, she has developed research-inspired pedagogical interventions to enhance the intercultural learning and engagement of students both at home and abroad. She has published widely on study abroad, intercultural communication/education, language and identity, internationalization, and eLearning. Recent Routledge books include *Online Intercultural Education and Study Abroad: Theory into Practice* (2019), *Interculturality in International Education* (2018), *Intercultural Interventions in Study Abroad* (co-edited with Susan Oguro) (2018), and *Introducing Language and Intercultural Communication* (2014). She has also published *Intercultural Journeys: From Study to Residence Abroad* (Palgrave Macmillan, 2010) and *Language, Identity, and Study Abroad: Sociocultural Perspectives* (Equinox, 2008).

### **Contact information:**

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### **Webinar #3: Facilitating Global Competence Development through the GCC**

Linda Stuart, Sentio Global Education Network  
 Friday November 2, 2018 1-2 pm Eastern time  
 Registration page: <https://bit.ly/2PpJx7k>



The Sentio Global Competence Certificate (GCC) is an intercultural education program for participants engaged in study abroad or cross-cultural experiences. Its curriculum is modular and uses a blended-learning approach to provide global competence development. This session will focus on how well-designed technology, together with peer learning supported by qualified facilitators, can be leveraged to maximize reflection and learning. Participants will observe a sample module and learn about the unique ways in which several institutional partners are using it, along with the early IC development results when facilitated learning accompanies study abroad. The presenter will highlight some of the lessons learned and share best practices surrounding facilitation of intercultural learning online.

### **Learning outcomes: Participants in this webinar will be able to:**

- Understand the ways in which intercultural learning is currently being facilitated online through AFS Intercultural;
- Learn best practices for facilitating intercultural learning online including the 'blended learning' approach;
- Gain a better understanding of the steps taken to develop a viable online

comprehensive program for pre-departure, during and post-program to foster global competence development.

**About the Presenter:**

Linda Stuart is the Education and Training Specialist for Sentio Global Education Network, a subsidiary of AFS Intercultural, Inc. where she manages the Global Competence Certificate. She is President of Alma, Inc. and previously was Global Citizens Network's Executive Director. Linda is a Qualified Administrator of the IDI (Intercultural Development Inventory), GCI (Global Competency Inventory), and IES (Intercultural Effectiveness Scale), and holds an executive coaching certificate from the University of Minnesota. Linda has an MA from the University of Chile and a BA from Augsburg University.

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**Webinar #4:**

**Intercultural Learning: Make Meaning-Making More Meaningful**

Dr. Kris Lou, Willamette University

Friday December 14, 2018 – 1-2 pm Eastern time

Registration page: <https://bit.ly/2OJ2pwT>



In 20+ years in international education, including research and teaching in intercultural learning, Kris Lou has learned that active, intentional, and targeted intervention into the cultural immersion experience is necessary to achieve intercultural learning outcomes. Moreover, regular reflective writing as a method of meaning-making has proven to be the most effective tool to achieve these outcomes. The experience alone does not translate into significant intercultural competence development, and students benefit a great deal when the overall experience is punctuated with regular, facilitated discussion and writing (with feedback from the instructor and peers). Facilitating this type of experiential learning is quite different from teaching in that the student must be empowered to direct and control the learning path. The complexity of what we term intercultural competence, as it engages cognitive, affective, and behavioral learning, requires a balanced two-way, on-going process of meaning-making between facilitator and student.

**Learning Outcomes: Participants will have opportunities to:**

- Understand basic theoretical principles of intercultural learning;
- Apply these principles in designing courses/programs;
- Draw upon a set of successful assignments that resonate with students;
- Identify and implement qualitative and quantitative assessment strategies.

### **About the Presenter**

Dr. Kris Hemming Lou is Director of International Education and Associate Professor of International Studies at Willamette University since 2003. He earned his PhD in International Relations at the University of Oregon in 1992. He presents frequently on issues of Intercultural Learning Abroad and has taught in the US, Austria, and Japan. Dr. Lou is a co-editor of *Student Learning Abroad* (Stylus, 2012) and CEO of Hemming & Weber Consulting, LLC, which provides intercultural consulting services to educational institutions.

### **Contact Information:**

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### **Registration**

To register for the webinar series (five webinars in total), go to <https://bit.ly/2PplOmC>. The cost of the webinar series is \$380 USD. The cost of individual webinars is \$105 USD each. Payment may be made by credit card on Eventbrite.com. Follow the registration page links below for individual webinars. Webinars will be recorded and made available for those who are unable to attend the “live” webinar presentations.

### **About the Institute for Cross-Cultural Teaching and Learning**

The Institute for Cross-Cultural Teaching and Learning is committed to promoting effective intercultural teaching and learning in international education through workshops, webinars, and individual consulting and training sessions.

### **Questions?**

Contact Steven Duke at [steve@ifctl.com](mailto:steve@ifctl.com)