

The course aims to enhance participants' intercultural awareness, sensitivity, and communication skills in diverse professional and social contexts. It provides practical tools for recognizing cultural differences, managing intercultural encounters, and building effective collaboration across cultures.

## **1. Introduction to Interculturality**

- Icebreaker: short activity to highlight cultural perspectives.
- Key concepts: culture, intercultural competence, stereotypes, and biases.
- Discussion on why intercultural skills matter in today's global environment.

## **2. Understanding Cultural Dimensions**

- Overview of Hofstede, Trompenaars, or Hall's cultural dimensions.
- Interactive group work: analyze real-life situations using cultural frameworks.
- Reflection: identifying one's own cultural patterns.

## **3. Case Studies and Critical Incidents**

- Small group analysis of intercultural misunderstandings.
- Role play: simulating workplace or study-related intercultural encounters.
- Debriefing: strategies for conflict resolution and cultural adaptation.

## **4. Building Intercultural Competence**

- Tools and practices for effective intercultural communication.
- Active listening, empathy, and openness.
- Practical tips for working in international teams.

## **5. Wrap-up and Reflection**

- Individual reflection: key insights gained.
- Group discussion: how to apply intercultural skills in participants' own context.
- Q&A and summary of learning outcomes.
  
- **Active participation** during the training (engagement in discussions, group work, and exercises).
- **If active participation is not possible:**
  - **Written case study analysis** on an intercultural incident (2–3 pages).

- **Oral conversation** (15 minutes) to discuss insights and practical applications.