2015
CONCURRENT AND INTERACTIVE POSTER SESSION
SCHEDULE & DESCRIPTIONS

Thursday, October 15, 2015
Session I, 11:00 am to 12:30 pm
Interactive Poster Presentations & Concurrent Sessions

How Does an Interactive Poster Session Work?

Back by popular demand, we are pleased to again offer the Interactive Poster Sessions. Presenters will explain and show their latest innovations such as research, theories, tools and methods to a small group of participants in 25 minutes as other presenters are doing the same in the same and other rooms. This format allows participants to interact, offer feedback and even test a tool. At 25 minutes, a chime will be heard and participants will move to a new poster presenter. This allows participants to move on to a total of three Interactive Poster Presentations within the 90 minutes for this session.

During Session I there are also 45- and 90-minute presentations.

Sun Breakout 2 (25 minutes for each Interactive Poster Presentation, repeated 3 times during the 90-minute session)

Intercultural Competency in Higher Education: Identity Negotiation in U.S. Classrooms
Instructors in higher education are asking how to create a more inclusive learning environment for international students that promote cross-cultural communication within the U.S. classroom. A qualitative case study explores this question based on the theory of *Legitimate Peripheral Participation*. The research aims to provide insight into challenges faced by international students in discussion-based classroom activities, explores the process of identity negotiation of both instructors and international students in classroom, and provides practical suggestions for instructors to promote intercultural communication. **Xinye Zhang** is an M.S.Ed. candidate at the University of Pennsylvania majoring in Education, Culture and Society. She has studied the writing identity of Chinese college students in EFL writing through both qualitative and quantitative methods and challenges that Chinese international students encountered during studying abroad.

Strategies for Developing Students' Global Competencies: An Interdisciplinary Course in Global Citizenship
This presentation describes an interdisciplinary course in global citizenship taught by a faculty member in English/Technical Communication and a faculty member in Political Science/International Relations. Participants will learn how to structure a series of interrelated college-level assignments designed to foster the development of students' global civic engagement; they will also be given guidance for finding colleagues with whom to collaborate on interdisciplinary teaching and for structuring interdisciplinary courses to maximize their benefits to students. **Dr. Madelyn Flammia** has over 25 years' experience teaching technical communication and structuring assignments designed to foster the development of students' global competencies. She has developed global partnerships for her university with the University of Limerick and the Université Paris Diderot and has structured numerous global virtual team projects with colleagues at these universities. **Dr. Houman Sadri** has over 25 years' experience teaching international relations and structuring assignments that help students develop their global civic engagement. He serves as a consultant for several public and private organizations and is also the

Coordinator of the University of Central Florida's Model United Nations Program. They are the authors of *Intercultural Communication: A New Approach to International Relations and Global Challenges,* a textbook used in courses on intercultural communication and also used in business and industry.

Sun Breakout 3 (90 Minute Presentation)

Diversity at Work: Free Online Simulation Activities

Participants around our table will be introduced to our newest online resource for developing workplace skills in intercultural communication. These resources prepare users to flexibly and responsively communicate with diverse team members to achieve workplace goals. We will use branching stories and video clips from the newly produced workplace videos by NorQuest College Centre for Intercultural Education to guide participants to identify and respond to the underlying logic of what people from diverse backgrounds do and why they do it. Participants will learn how to help communicators focus on choice points and consider different perspectives to reach workplace goals. **Yuji Abe, Jake Evans,** and **Kerry Louw** are Intercultural Facilitation Specialists at NorQuest College. Since joining the Centre for Intercultural Education, they have led innovative applied research projects to integrate intercultural competence within workplace training resources and have facilitated intercultural and enhanced language workshops for numerous corporate clients.

Sun Breakout 4 (25 minutes for each Interactive Poster Presentation, repeated 3 times during the 90-minute session)

Supporting International Graduate Students Across Campus

International students arriving at graduate school in the US often have to navigate through strange and sometimes scary communication scenarios. Participants will learn about and then critically evaluate a campus-wide support strategy for Dartmouth College's incoming international graduate students. **Melina Gehring, Ph.D.**, is the Multilingual Specialist and International Graduate Student Advisor at Dartmouth College.

Holistic Global Development: Course Assignments that Help Students Integrate Intercultural & Career Development

The purpose of this interactive session is to learn more about how to integrate intercultural and career development through community-based education. The presenter will demonstrate how community-based experiential study abroad can help both international business and social work students, among others, learn to work across cultures, lead global teams or work with global groups, demonstrate leadership through the ability to communicate across differences and cultures, and demonstrate a commitment to diversity, inclusion and social justice as ethical professionals. Attendees will be provided examples of assignments and have the opportunity to discuss ways to adapt them to their own settings in K-12 or higher education. **Dr. Ann Lutterman-Aguilar** has worked in international higher education for nearly 22 years and is the author of numerous publications and conference presentations.

Sun Breakout 5 and 6 (25 minutes for each Interactive Poster Presentation, repeated 3 times during the 90-minute session)

Politely Ignoring What is Positively Uncomfortable: International Students and Religious Acculturation

This poster session will present findings from a recent qualitative study regarding the acculturation attitudes and strategies of non-religious and religious minority students at a religious university in the United States. Separation, in the form of politely avoiding or ignoring religious topics and activities, was the dominant acculturation attitude and strategy of the students. Findings highlight the role the host culture plays to determine the acculturation strategy chosen by migrants or sojourners, and explores the possible

disparity between ideal (preferred) and real (chosen) acculturation strategies. **Rebecca Haesecke** is the International Student Advisor at LeTourneau University in Longview, Texas.

Christians and Homosexuality: Building Bridges Across Differences
This poster session is based upon a book that the presenter is currently writing. It is a study guide that can be used by students, teachers, trainers, church leaders, and lay people. The target audience is gay and straight, pro-gay and anti-gay, liberal and conservative. An overview will be given of Christian scriptures used to promote and maintain homophobia, anti-gay attitudes, and treatment. LGBT stereotypes will be identified and unpacked. Strategies will be given to address and reduce homophobia in churches, schools, and the workplace. The development of an "Us versus Them" mentality will be traced and methods to engage in non-polarizing discussions will be offered. This session is devoted to building bridges and to dialoguing across differences in viewpoints on sexual orientation. **Kim O'Reilly, Ph.D.** is a professor of Cultural Studies and Teacher Education at the University of Nevada, Reno. She is also the founder and principal of Intercultural Solutions, a training and consulting firm dedicated to preparing businesses, community leaders, teachers, and students with knowledge and strategies to address cultural differences in the workplace.

Emerald Bay 1 (90 Minute Presentation)

The Urgent Need to Address International Asian Students' Presence in University Campuses

As the overall international student population is increasing, so is the percentage of that population from Asia. However many universities have not changed their approach with this changing demographic. This session explains the cultural gap between Asia and the U.S., and in doing so, provides insights into the Asian student mindset and the struggles they face. We will review and discuss successful programs implemented at universities (business school) that have increased effectiveness and engagement of students, advisors and faculty. **Judy Shen-Filerman** is a Chinese-American career coach and previous executive who lectures and coaches at leading business schools and undergraduate programs. She has advised and coached international students and professionals acculturating to the U.S. for the past 10 years. She holds an MBA and BA in East Asian Studies from Harvard.

Emerald Bay 2 (25 minutes for each Interactive Poster Presentation, repeated 3 times during the 90-minute session)

Trialogue: A Game-changer in Cross-Cultural Diversity Management
Individual testing and mapping of personal qualities and competence in cross-cultural interaction is most often based upon a positivistic paradigm in social science of meaning mapping what are real qualities inside individuals. Classical psychology test belong to this tradition. In Trialogue Diversity Icebreaker, we combine this scientific paradigm with a social constructive and linguistic practice. We state that these perspectives add new dimensions to the collective intelligence for managing diversities. What are the challenges combining different scientific paradigms? What are the opportunities in practice? The concept emerged in a Norwegian context and used by more than 100,000 people in more than 50 countries. What are the experiences of going global with such a concept? Trialogue adds a systemic perspective to the dialogue process. What opportunity does this give for knowledge creation and innovation? **Bjørn Zakarias Ekelund, Ph.D.** is the principal owner and managing director of Human Factors AS in Norway. He has been leading consultant organizations and doing extensive consultative work focused on interpersonal interaction, team analysis, innovation and cross-cultural challenges.

Experts Quit Their Mangers, Not Their Jobs – Why Intercultural Management is Important?
This poster session addresses the importance of intercultural management on talent retention. Talent retention, which is the one of the biggest issues within international HR departments, is made even more

difficult due to the outsourcing trend and consequently a higher number of virtual and global teams, which can cause miscommunication and frustration. Multinational teams, well managed, may be more productive and successful, but with wrong management plenty of issues may arise. The top problematic areas are the attitude towards authority and hierarchy, styles and channels of communication, the way of decision-making, the technological aspect and the attitudes towards time, deadlines and feedback. All these elements can lead to the resignation of the most talented individuals and may drive the people that companies have trained themselves towards their competitors. Suggested solutions to these issues will be presented and discussed with participants while focusing on the importance of developing the cultural intelligence of managers and executives working with international teams. **Paweł Walentynowicz** is an entrepreneur, speaker, coach and trainer specialized in cross-cultural communication and managing international teams. His international consulting, coaching and training company, Culturally Intelligent Business helps identify cross-cultural challenges and provides employees with training and coaching that help avoid misunderstandings and conflicts.

Mind the Gap! Building Connections With Intercultural Vocabulary
Like "two countries separated by a common language" (*George Bernard Shaw*), many interculturalists struggle to bridge the gap in terminology used in the profession when working with a variety of audiences. Wouldn't it be nice if we had a glossary that connects the terminology used among educators, HR professionals, relocation, trainers, non-profits, government, and talent management professionals? We will explore the gap currently in our vocabulary and seek common ground for our clients and us to build the connections and vocabulary for more effective communication in our field. **Amy Rausch**, MSci, CPA, brings 24 years of experience in the corporate environment. She has an advanced degree in organizational studies and international human resource management from Essex University, London, UK. Her thesis was on the term global mindset and how the expatriate experience helps to contribute to the development of such. **Dr. Naomi Ludeman Smith's** publishing, teaching and coaching has been around the topic of worldview development related to religion and differences. She is currently the Director of the Confucius Institute at Northern State University, Aberdeen, South Dakota. Both presenters serve on the SIETAR-USA national board.

Emerald Bay 4 (25 minutes for each Interactive Poster Presentation, repeated 3 times during the 90-minute session)

Culture Snapshot: Myanmar - Lone Wolves or Asian Tigers?
This poster session is designed for consultants and intercultural trainers looking to expand their horizons into navigating Myanmar (Burma), a country that has recently reemerged on the global stage and that McKinsey described as "one of the few remaining, largely untapped markets in the world." Global businesses are entering the Myanmar market with mixed results. This inevitably leads to a growing need for interculturalists to help global leaders develop greater awareness and competency concerning the culture of Myanmar, with the aim of creating deeper relationships as they expand into this important new market. Participants will be presented with a Myanmar case study, engage in discussion, use a self-awareness profile tool, and gain knowledge on cultural aspects regarding power difference, time-orientation, relationships, and insights on intercultural communication and gender roles. **Sharon Schweitzer, JD,** researches, writes, and consults on intercultural communication. She teaches university courses in Intercultural Communication and International Studies globally. She is the Kirkus-acclaimed author of the best-selling book *Access to Asia: Your Multicultural Guide to Building Trust, Inspiring Respect and Creating Long-Lasting Business Relationships*.

Integrate Bicultural Identity for Asian American Adolescents
Given the distinct difference between Eastern and Western cultures, Asian American adolescents potentially may suffer from more confusion and conflict regarding bicultural identities compared to their peers with ethnic cultures that are relatively closer to the mainstream culture in the US. In this session,

centering on the question 'who am I', the participants are invited to discuss the negative impact of the confusions and conflicts regarding bicultural identities on these adolescents' well-being. They will have the opportunity to reflect upon the similarities and difference in the concepts of "race, ethnicity and culture". Along with the commonalities among theories of racial and ethnic identity development, Phinney's four-status model of ethnic identity development would be introduced to the participants as a theoretical framework to understand the confusion and the conflicts so that they could better integrate their bicultural identities. Art therapy approach would be employed for the participants to rediscover and recreate their integrated bicultural identities. **Mengying Bi**, **M.S.Ed**, actively participates in various activities related to intercultural communication. As a member of a research team, she's doing researching on the identity transition for Chinese international students in the US. She's one of the founding members of SIETAR at Philadelphia. **Chan Chen, M.A.**, focusing on art therapy, is doing her internship at Chinese-American Planning Council, one of the largest Chinese-based social services agencies in the US.

Emerald Bay 6 (45 minutes for each presentation)

Presentation I (45 minutes)

The Influence of Program and Individual Characteristics on Cross Cultural Competency
This study investigates the relationship between cross-cultural competence, characteristics of programs, and characteristics of students using data from standard assessment tools, including but not limited to the IDI and MPQ, and assessment tools developed at West Point. Undergraduate participants from 2010-2015 are included in the study. The data presented will lead to a discussion of study abroad program design. **Dr. Richard Wolfel** is the Chair of Cross Cultural Competence in the Center for Languages, Cultures and Regional Studies at the United States Military Academy. **Dr. Jeff Watson** is the Chair of Linguistics and Language Acquisition in the Center for Languages, Cultures and Regional Studies at the United States Military Academy. Both have published articles on the interaction between language proficiency and cross-cultural competence in leading study abroad journals.

Presentation II (45 minutes)

Veterans: Your Company's Secret Weapon
Employers want innovative business solutions, engaged employees, and improved financial and operational results. However, employers miss valuable opportunities to hire and retain quality employees every year, based solely on their lack of awareness of various cultures. This is exactly what is happening with military veterans across the globe. Limited exposure to military culture and skills development has left employers unaware of the inherent value this demographic brings to the workforce. Our exchange will dive into the culture behind military service and offer insight to how core competencies, skills, and attributes are developed through the culture as well as tangible tools that will allow you to hire more veterans! **Dawn McDaniel, MBA, MPA,** a veteran workforce development expert, is a US Army veteran with over 20 years experience in internal and external affairs in the public, private, and government sectors. She is the author of two veteran workforce books: *Retention After Hire: A look at military transition challenges beyond the resume* and *SECRET WEAPON: Five keys to leveraging your veteran workforce*.

Thursday, October 15, 2015

Session II, 2:00 pm to 4:00 pm

Concurrent Sessions

Sun Breakout 2

Trialogue: A Conceptual Process that Unifies and Diversifies at the Same Time

Trialogue is a tool used the last 10 years by more than 100 000 people in more than 50 countries. The concept is relevant in individual coaching, team development, interpersonal training, multicultural contexts and in settings where one gathers large groups of people together in order to solve problems. In intercultural trainings, the conceptual process breaks down classical stereotypes linked to national differences and underlines flexibility and communication skills as the bridges to explore diversity. The workshop empowers individuals and groups to establish their own language and set of cultural norms to understand each other. This leads to a complex multi-paradigmatic intervention – difficult to understand and describe fully from a single paradigmatic position. **Bjørn Zakarias Ekelund, Ph.D.** is the principal owner and managing director of Human Factors AS in Norway. He is a leading consultant organization doing extensive consultative work focused on interpersonal interaction, team analysis, innovation and cross-cultural challenges. He is also the founder of the Trialogue concept trademarked in the USA and UK.

Sun Breakout 3

Inspiring Curiosity: Fostering Intercultural Competence with Experiential Learning Activities

Building intercultural competence and increasing one's sensitivity and adaptability to cultural differences can be a lengthy process requiring extensive experience, reflection and support. On the other hand, well-designed and skillfully facilitated non-formal learning activities can be very effective in helping people shift their perspectives, gain awareness of their own value assumptions and even identify their own prejudices. Attendees of this session will get a chance to facilitate quick and easy-to-adapt experiential learning activities aimed at enhancing intercultural skills. The participants will then discuss strategies for implementing these activities in different settings, identifying ways to turn these brief experiences into purposeful and long-lasting learning opportunities for their audiences. The main takeaway for participants of this workshop will be the concrete experience in facilitating and debriefing useful, interactive and fun experiential intercultural learning activities. **Hazar Yildirim** is the education content and communications manager at AFS Intercultural Programs providing ongoing service to AFS Network's educational content needs as well as working to increase AFS's international visibility as a non-formal intercultural education provider. **Sarah Lorya** also works for AFS, the American Field Service, providing student exchange across the globe.

Sun Breakout 4

Expanding Intercultural Horizons Through Deeper Self-Discovery: An Exploration of Personality Styles and Jungian Archetypes

As intercultural professionals we offer great value to our clients, colleagues and students with the theories, tools and insights from our field. We help them see the world, interact, and solve problems in new ways through the lens of culture. We know that cultural self-awareness is vital to developing intercultural competence and successful cross-cultural interactions. This interactive workshop offers the opportunity to broaden our horizons and look away from the cultural lens for a couple hours to engage in self-exploration and expand our self-awareness through a different lens: the lens of personality. Through the work of Swiss psychologist, Carl Jung, and the Insights Discovery Model, you will gain new *insights* into your personality style preferences and strengths, and consider the potential impact of these preferred styles on your interactions with clients, colleagues, training programs participants, and students in your classrooms. You will hear success stories from my personal and professional experiences, and leave with sharper *clarity* and *commitment* to leverage your unique strengths and expand your potential to make an

impact and leave a positive legacy through your intercultural work. **Ann Marie Lei** is an independent consultant and facilitator, specializing in leadership development and team performance programs for corporate and non-profit clients. Prior to starting her consulting business, she worked for nearly 18 years at Nike, Inc. in the U.S. and Europe. She has been an Insights Discovery Licensed Practitioner since 2003, incorporating Insights Discovery solutions into her work with leaders of culturally diverse teams in organizations, colleagues in the intercultural field, and students in graduate-level business programs. In 2014 she was accredited in the new Insights Deeper Discovery system.

Sun Breakout 5 and 6

How to Work With and Manage Today's Chinese Younger Generation in the U.S. and China

If you are an interculturalist, China is a country you are not able to miss. All the top 500 Multinational Companies (MNC) are in China and over 250,000 expats currently working and living in China. Have you faced questions and challenges about how to retain, manage and communicate with the younger generation of Chinese? With China's economic amazing achievements, most of the Chinese are working in the MNCs are younger generation. With China's one child policy, what are the unique background characteristics of the younger generation? How can we motivate and manage them? What are their strengths and weakness? Also over 240,000 Young Chinese have been in the U.S. since high school and China ranks first among international student enrollment, but do you know what kind of challenges the American universities and high schools are facing? After this workshop, participants will be able to understand better about today's China, today's Chinese younger generation and help your clients to hire, retain, communicate, and manage their Chinese employees to reach great success in China as well as help and support the universities and high schools in the U.S. to understand the Chinese younger generation, to help, support, communicate and manage them to reach mutual success. **Amy Qing Miao, M.D., M.S.** is a China-U.S. cross-cultural consultant and has worked for 10 years with China and U.S. government, high tech, manufacturing, and healthcare industries. She works closely with U.S. and Chinese businesses to establish mutually beneficial relationships, inspiring enthusiasm and team work across cultures.

Emerald Bay 1

Global You: Harnessing the Power of LinkedIn to Optimize Your Global Personal Brand

Every second, 2 new users join LinkedIn. Today, there are more than 350,000,000 people using the tool, with 70% of users living outside of the United States. Still, rather than blending into the sea of LinkedIn, we want to find a way to stand out. This workshop will help participants better understand the criticality of having a global personal brand and the consequence of not having one. Participants will discover how to create and optimize your global personal brand and harness the power of LinkedIn. Leave with information and tools to immediately put into action and make a significant and positive difference in how others see you as a professional. **Maxine T. McClellan** is a managing partner of Globelink Partners, an intercultural and global communications training and consulting group based in Brazil. Specializing in personal branding and intercultural communications, she is an interculturalist who is a certified Project Management Professional and who has 15+ years' experience in international program management for the Gillette Company and Procter & Gamble.

Emerald Bay 2

Profiles that Expand Intercultural Horizons: Approaches that Develop Global Leadership Competencies in Business and Education

Global competencies are in high demand in the current market. In 2013 an extensive study conducted by the British Council with Booz Allen Hamilton and Ipsos Public Affairs found that "*...employers value intercultural skills as highly as formal qualifications in the workplace."* We as interculturalists can and should be pleased with findings like these, as they validate the work we do. Now comes the hard part: can our organizations, clients, and students learn these competencies? Will they become the inclusive, globally agile, personally and professionally resilient souls we believe they are capable of becoming? In this session, we delineate the role and value of employing the dual lenses of culturally specific behavioral styles and

cultural general competency assessments in identifying and cultivating global competent learners. Participants will have an opportunity to not only become aware of the models and tools available to them for their practice, but also to discuss how these concepts relate to their own experience of working effectively across cultural differences. Finally, we will offer a complex case study of an international expatriate placement with assessment and contextual data to be analyzed together, with ample opportunity to share recommendations and discuss the merits of the options offered. **Anthony Greco** is Aperian Global's Acting Director, Learning Design & Delivery where he leads a team that manages Aperian Global's core learning solutions. He also develops customized learning tools, conducts research interviews for country content for Aperian Global's flagship tool, *GlobeSmart*, and manages and delivers the *GlobeSmart Profile* Certification program. **Marty Petrone** is Professor Emerita in the Department of Strategic Communication at Miami University, Oxford, Ohio. She has over 30 years of experience as a teacher and administrator in higher education and a trainer and facilitator for clients including the Department of Energy, Reynolds & Reynolds, Ralston-Purina, and AK Steel.

Emerald Bay 4

Managing Intercultural Challenges at International Organizations: Developing an Inclusive Workplace

This workshop will feature the Intercultural Development Inventory (IDI), real business case studies, critical incidents, interactive discussions, mindfulness practice, and movie skits. Participants will learn how the business world can integrate the IDI in their intercultural training to help staff members harness the diverse working environment to build an inclusive workforce for international diverse teams and global clients; identify typical business behaviors at each stage of the Intercultural Development Continuum (IDC) and how they impact work of diverse teams and global business; and develop targeted strategies that can help participants to develop an engaging, interactive and fun workshop accommodating different learning styles for their own participants. **Ruihua Dong** is learning officer for the Language and Culture Program, Vice Presidency of Leadership, Learning, and Innovations, World Bank Group.

Emerald Bay 6

What are you? Exploring the Ambiguity and Complexity of Mixed Race and Biracial Identity

It is inevitable that every person who is biracial or multicultural will be asked by a stranger, colleague, or friend, the question "what are you". On the surface this is a simple question, but the reality is that this is question holds a much deeper meaning for those who have to answer it. This question is rooted in conflicting social constructs on race and identity so there is no wrong or right answer. Identity development for biracial or multicultural children and adults is a complex journey with unknown and diverse destinations. In this unique storytelling performance, three storytellers will explore mixed race or biracial identity development from multiple perspectives. Their stories represent diverse generational and cultural perspectives on the process of biracial identity development, yet share common themes in their struggle to identify and unify their multiple cultural streams. Participants will gain a better understanding of the complexity of biracial and multicultural identity development and its intersections with our work as interculturalists. Our storytellers will use a combination of storytelling and critical dialogue to tap into the experiences and knowledge of the participants. **Patricia M. Coleman, SIETAR-USA president,** specializes in international business, cross-cultural consulting, and diversity training with over 25 years experience. She provides executive coaching, training, and seminar sessions for corporate teams working globally and virtually in international business. **Kelli McLoud-Schingen** is President of KMS Consulting specializing in global diversity and inclusion, cross cultural communications, healing racism, and storytelling. Kelli is co-author of Cultural Detective: African American and holds an M.A. in Cross Cultural Studies from the University of Houston, Clear Lake. **Tamara Thorpe** is a Leadership expert specializing in equipping Millennials with leadership tools for life. She has an MA in Leadership and Training from Royal Roads University and uses her life experiences to share intercultural perspectives with audiences.

Thursday, October 15, 2015

Session III, 4:15 pm to 5:30 pm

Concurrent Sessions

Sun Breakout 2

Dancing Moves: Recharge your Batteries and Connect with Others

This participatory, artistic workshop is a chance to have a short break. It is also an opportunity to try a few "DANCING MOVES" and consider whether you might like to offer such moves as breaks or "ice-breakers" during your own trainings. Participants get to gently stretch, relax, and have fun. The moves are tailored to the specific setting and are easy to follow. **Alysara Green**, M.S. brings a lifetime of experience as a NYC classroom teacher, adjunct instructor, dance instructor in New York and Israel.

Sun Breakout 4

Using Deardorff's Process Model of Intercultural Competence as a Framework for Intercultural Training

In this interactive workshop, participants will learn how to implement Darla Deardorff's *Process Model of Intercultural Competence* as the framework of their intercultural training. The session will include a theoretical overview of the model, a pedagogical explanation/demonstration of model implementation, an opportunity to design a sample training session in workgroups and a debriefing discussion. This workshop is intended for trainers/educators who are working with adult learners in a variety of settings: higher education, corporate, community and nonprofit. **Emily Cyrier, M.A.** serves as the Director of Administrative and Intercultural Services at the Drew University Theological School where she provides intercultural training to graduate students. She has over 15 years of experience in higher education in both teaching and international education administration.

Sun Breakout 5 and 6

SIETAR-USA Wall of Fame: From Pioneers to Global Movers and Shakers

Join SIETAR past, present and future leadership and celebrate their journey as we expand our horizons together to make SIETAR-USA the premier intercultural organization. **Patricia M. Coleman, SIETAR-USA president, will host this session with several special guests.**

Emerald Bay 1

Expanding the Horizons of Teaching and Training Using the PechaKucha Format

In this interactive forum, participants will review the background and history of a quick and concise presentation style called "PechaKucha" developed in Tokyo, Japan. Examples of PechaKucha presentations will be shown during this interactive forum. Attendees will be given a topic and a short period of time to develop and then deliver their own short PechaKucha presentations. Attendees will then evaluate the presentation process, the value of this fast-paced presentation style, and possible additional applications for it. **Dr. Deborah Pembleton** is an assistant professor at the College of St. Benedict / St. John's University located in central Minnesota. She teaches a number of international courses including International Human Resources, International Organizational Behavior, Management Strategy, and Global Management Principles.

Emerald Bay 2

Expanding Horizons: Leveraging Neuroscience to Build Cultural Competencies

When working across differences, how can we help individuals and organizations build cultural agility and

global competencies more effectively? We are now in an unprecedented era of gaining tremendous insight into the brain and how that impacts our ability to work across differences effectively. The latest neuroscience research now provides the opportunity to broaden our horizons in how we approach building cultural agility and intercultural effectiveness. We can now use a brain-based approach to build skills more effectively and help individuals navigate the complexity inherent in working globally and across a myriad of differences. This highly engaging, interactive workshop will focus on the latest findings in neuroscience and how we can leverage this new research to build skills more effectively. Participants will learn how different aspects of the brain play an important role in building cultural competencies and how target the brain in skill development. Learn how brain-based skill development can increase key cultural competencies such as: improving agility, consistently accessing high levels of self-awareness, cultivating curiosity, accessing empathy, and increasing the ability to see and hold multiple perspectives. Join us and learn how neuroscience can help expand the horizons of how to build cultural competencies effectively so individuals, leaders and teams can create successful outcomes for your organization. **Shannon Murphy Robinson** is a highly sought after organizational consultant, coach and trainer bringing a wealth of experience in global diversity and inclusion, leadership development and intercultural management. Shannon has successfully created and implemented large-scale, 20,000+ employees, strategic training initiatives with Fortune 500 clients such as Deloitte, Deluxe and Mayo Clinic. In 2012 she achieved Advanced Certification as a NeuroBusiness coach at Harvard with Dr. Pillay. Shannon has a M.A. in Intercultural Management, co-authored the BrainStates Management™ Self-Assessment profile and upcoming book *The Neuroscience of Inclusion: New Skills for New Times*.

Emerald Bay 4

Mindfulness Training Applied to Diversity and Inclusion Education: Lessons from a Five-Year Research Project

One of the most challenging areas to navigate as an intercultural trainer involves facilitating racism-related exploration and dialogue. This session will present results from a five-year research project on factors that helped and hindered constructive race exploration/dialogue in a graduate-level multicultural counseling course. The presentation will further understanding of how insufficiently managed emotional reactivity can negatively impact race exploration/dialogue and highlight the use of mindfulness-based training as a promising intervention to manage emotional reactivity and promote a more constructive process. Qualitative and quantitative research on the application of mindfulness-based training will be presented. The primary learning goals for participants are increased understanding of the following areas relevant to being an effective facilitator of race exploration/dialogue: factors that help and hinder constructive race exploration/dialogue; how insufficiently managed emotional reactivity can negatively impact individual and group processes related to race exploration/dialogue; how mindfulness-based tools (EPIC: Essential Practice for Intercultural Competence) can help race exploration/dialogue to be more effective on an individual; and group level by providing critical skills to constructively process emotional reactivity commonly triggered in race exploration/dialogue. Participants will leave with a greater appreciation of the complexity that needs to be taken into account when facilitating racism exploration/dialogue and some practical ideas on how to be a more effective facilitator. Time will be provided for discussion and practical applications derived from the research. **Jason Li** is a licensed clinical psychologist and professor of psychology at Bethel University. In addition to teaching in the undergraduate psychology and M.A. counseling psychology programs at Bethel, he has been involved with diversity and inclusion work at the university for many years.

Emerald Bay 6

Expanding Our Intercultural Knowledge When Working in South American Countries: The Peruvian Case

This poster session will provide information about a country that has been in constant growth the past

years. Participants will gain tools and discover resources on the economy and also about Peruvian's cultural approach in many aspects of life. The presentation will cover cultural matters, everyday life, business etiquette, opportunities and challenges of Perú. **Isabel Altamirano** is the principal for her consulting business, *Relocation y Consultoría*, and holds an MBA from the University of Leuven, Belgium.

Friday, October 16, 2015

Session IV, 11:00 am to 12:00 pm

Concurrent Sessions

Sun Breakout 2

Religious Tolerance: Teaching and Advocacy in Schools and the Workplace

This session will look at religious tolerance versus religious freedom in schools and in the workplace. There is heavy debate about the rights of citizens to express their own religion verbally, in practice, in discussion, clothing, and traditions. How do we address these expressions in schools and the workplace? The majority of the session will deal with K-12 schools and the university setting. Time will also be devoted to workplace settings. It is important to discuss the First Amendment and its unique application in state-run public schools. Establishment of religion vs prohibiting religion is often in the eye of the beholder, and depends upon the liberalism or conservatism of the school districts or states involved. Case studies will be presented allowing participants to problem-solve on the outcomes. Key themes will be analyzed. Statistically, Christianity, Islam, and Judaism are most likely to be represented in our schools and workplace. Major tenets of each religion will be summarized. A Checklist developed by the presenter will be offered to help teachers and managers determine parameters of religious expression in the classroom and/or workplace. The session will culminate with a discussion of an "us versus them" mentality that often develops around religious expression. **Kim O'Reilly, Ph.D.** is a professor of Cultural Studies and Teacher Education at the University of Nevada, Reno. She is also the founder and principal of Intercultural Solutions, a training and consulting firm dedicated to preparing businesses, community leaders, teachers, and students with knowledge and strategies to address cultural differences in the workplace.

Sun Breakout 3

Plant Seeds Reap Trust: Cultivating Intercultural Collaboration in ESL Classrooms Prepares for Future Workplaces

The global workforce is here and now, and the new generation is already in the universities. Planting the seeds of intercultural understanding and cultivating the concept of commonalities in university intensive English classes is essential if students pursuing an academic degree are to be ready for the multicultural and diverse workplace. Presenters will offer creative activities for growing intercultural awareness, understanding and trust among young people who are learning ESL in a multicultural classroom in order to nourish communication and, ultimately, collaboration through teamwork. **Sandra Carrettin-Mulvany** taught basic and advanced level courses in cross cultural communication for twelve years at the Language and Culture Center, University of Houston and has been teaching intensive English and incorporating intercultural understanding in curriculum for twenty years. She also teaches Italian language and culture at Rice University Continuing Studies. She has made numerous presentations on intercultural communication topics at TESOL, SIETAR International and SIETAR-USA. **Barbara Van Fossen Kenned**y taught intensive English in both Japan and Brazil. She has been teaching intensive English at the Language and Culture Center, University of Houston for several years and is convener for curriculum in cross cultural communication. She has conducted workshops in intercultural communication for education and business with Dr. Carol Archer.

Sun Breakout 4

A New Frontier: Exploring Digital Identity in an Age of Social Media

With the proliferation of social media — Facebook, Twitter, LinkedIn and the like — identity is no longer found only in language, behavior and rituals but also, arguably, in profile pages, shared photos, tweets and the social groups we "like." Does the digital identity — comprised of "selfies," comment threads and other

online public displays — represent the emerging cultural artifacts of our time? This forum will begin a dialogue on this timely concept in our ever-evolving intercultural field. Results from a survey on the topic, as well as testimonials and comments from experts in relevant fields, will launch a discussion of the implications of digital identities on our work. **Bobbie Stewart** holds a master's degree in intercultural relations from Lesley University, and has worked in higher education on various international leadership programs. She recently taught a course on intercultural identity at the Middlebury Institute of International Studies at Monterey and is the News and Information Coordinator at Flagler College in St. Augustine, Florida.

Sun Breakout 5 and 6

Becoming an Intercultural Facilitator in the Corporate Arena

There is a myriad of things to consider for those wanting to become intercultural facilitators in the corporate arena. This session is geared towards people interested in pursuing a career as a corporate facilitator. During this session we will focus on four major areas essential to becoming an effective intercultural trainer including: facilitation experience, meaningful overseas experiences, knowledge of intercultural communication theory, and finding a niche. **Louis Lima** has managed the global intercultural trainer network of over 300 facilitators for Brookfield Global Relocation Services for 13 years. Throughout his career working for various intercultural providers, he has mentored many individuals interested in joining the field as a practitioner in the corporate arena.

Emerald Bay 1

GLOBO: Global Leadership Overcoming Barriers & Obstacles

Welcome to the land of GLOBO! You are entering a world where differences are paramount to the success of who you are. The belief is that some groups are better than others, and you are not sure exactly why. This interactive workshop will provide each participant the opportunity to experience both ends of the intercultural continuum, and probably somewhere in between. The emphasis of this session is to create an environment that lacks effective intercultural communication in order to create a dialogue of intercultural development that can be applied to participants' current contexts. Session participants will be challenged to think outside of the box and create interactions that are unscripted yet mirror our global society. The aim of this workshop is to provide participants with the necessary tools to replicate this exercise by highlighting the importance of understanding social identity construction and how it can impede progress within an organization if not addressed adequately. **Jason J. Caldwell** is the CEO of Ubuntu, an intercultural development consultant firm and has taught in both higher education and K-12. He has published on global leadership characteristics and will soon be graduating with his Doctor of Management with a concentration in Global Leadership from Colorado Technical University

Emerald Bay 2

Traveling While Black

"Black people don't go to Europe! They don't like us here, why would we go somewhere we don't know. The devil you know is better than the devil you don't." That's an exact quote from a college friend when asked if she would study abroad. Recent research suggests that 5% of Americans who travel abroad are black. That number is less for Americans who will actually dare to work abroad. What is the impact on cultural contact? What biases and stereotypes might the Black Traveler be met with? What experiences might the Black Traveler find outside of the walls of the US that many feel are closing in on them? Listen to two Black women tell their stories of "Traveling While Black." Discover if their identities are portable and/or pliable. Will they be welcomed or excluded? And what happens when they come home – if they come home? **Kelli McLoud-Schingen** is the principal facilitator/trainer for KMS Intercultural Consulting, LLC and served as a past president of SIETAR-USA. She is also a member of the Diversity Collegium and the Global Community Dialogue on Leadership, Diversity, and Change. **Tamara Thorpe** is a life guide,

leadership expert, and organizational development consultant specialized in equipping Millennials with tools for leadership and life.

Emerald Bay 4

Customer Service Competencies for a Diverse and Global Workforce

Excellence in customer service is certainly among the top competencies for today's diverse and global workforce – the question is how do you continue to satisfy customers amidst an increasingly global and diverse customer base? This workshop intends to create awareness about the importance of effective intercultural communication in each interaction with diverse external and internal customers, formulate adequate and intercultural sensitive promises, build service processes and meet customer expectations. This topic expands the perception of how businesses should not only be customer oriented, but oriented towards global diversity. It is rare these days to meet any professional, whether they are in education, healthcare, hospitality, high tech or manufacturing, who will say that their environment has become less diverse and less global in terms of their people, their business practices or their customers. The ideal audience for this workshop is trainers, intercultural and diversity and inclusiveness professionals, or anyone involved in the service industry that is looking for opportunities to expand their knowledge about the role of intercultural sensitivity in delivering excellent customer service. Participants will walk away with some practical tools to train and build customer intercultural sensitivity and ultimately better customer satisfaction. **Pilar Montejo** is an international business consultant, trainer, and researcher, specialized in Performance Management, Entrepreneurship, Customer Service, Training and Development, e-Learning Strategies, and Intercultural Communication. With over 19 years of experience, she has provided training and consulting services to universities, government agencies, private enterprises and international transferees and their families in United States, Mexico, Costa Rica and Colombia. Pilar is an International Student Advisor at PSU and has received a Cultural Competency Recognition Award from the Associate Students of Portland State University (ASPSU). **Sue Shinomiya** is a consultant, corporate trainer, executive coach, webinar facilitator, and author specializing in global business effectiveness, cultural competency and inclusive leadership for corporations, virtual global teams and individuals. Her consulting and training work has included nearly ten years in Japan, and six years as an on-site consultant and project manager at Intel Japan. Her work has taken her to Germany, Japan, India, Korea and Brazil. She recently led a webinar series to train hundreds of Bulgarian web hosting technicians in US culture and customer service. She serves on the Board of Directors of SIETAR-USA, Conference Oversight portfolio.

Emerald Bay 6

Integrating Web-based Tools Into Your Cross Cultural Training

In this interactive session participants will identify how to use web-based tools in a variety of cross-cultural training and educational settings including cultural awareness, teambuilding, expats, leadership, coaching, and country specific training. Small group discussions will help to identify needs within their areas of practice and create innovative ways to utilize web-based tools to enhance their training. **Neal Goodman, Ph.D.** is co-founder and president of Global Dynamics Inc, an internationally recognized authority on globalization, global leadership and cultural intelligence, and diversity and inclusion in organizations. His programs have helped hundreds of thousands of corporate executives to be more effective in international, multicultural, and virtual settings.

Friday, October 16, 2015

Session V, 1:30 pm to 3:30 pm

Concurrent Sessions

Sun Breakout 2

Diversity at Work: Intercultural Solutions for Navigating the Interview

Workshop participants will become familiar with the theory supporting Navigating the Interview. Then they will watch the video interviews and engage with the guide materials to learn how to support greater understanding and confidence in navigating intercultural interviews. The videos and guides support participant's work with clients to help them better understand the perspectives influencing the interview as it relates to small talk, questions about motivation, leadership, planning, conflict management and non-verbal communication. Participants can freely access these resources to support intercultural or global interviewees/interviewers to enable them to better communicate to achieve goals in interviews. **Kerry Louw** completed her M.Ed. University of Alberta research project on pragmatics in the workplace. Her article, Teaching Pragmatics to L2 Learners for the Workplace: The Job Interview, is published in Canadian Modern Language Review. Since joining the Centre for Intercultural Education she has led innovative applied research projects to integrate intercultural communicative competence within workplace training resources and has facilitated intercultural and enhanced language workshops for numerous corporate clients.

Sun Breakout 3

Expanding Intercultural Communication Competence in TESOL: Three Approaches from Higher Education Contexts

This interactive panel presentation, comprised of three members of the TESOL International Association Intercultural Communication Interest Section, explores approaches to intercultural communication training in three higher education contexts. Panelists will outline the design, best practices, activities and outcomes of the following: intercultural competence training in an ESL/EFL teacher preparation program, a collaborative course on communicating across cultures that draws on the resources of domestic, international, and bilingual undergraduates at a US research university, and finally an online professional writing course that prepares non-native English speakers for the cultural demands of the workplace. Session participants benefit from the experience of these successful programs in providing collaborative intercultural competence training, and will engage in small-group activities and discussion to gain experience with the intercultural activities applied by each presenter. Each presenter brings over 15 years of experience in the field. **Ramin Yazdanpanah** is the TEFL Program Coordinator at Florida State University, specializing in English language teaching, EFL/ESL teacher education, and intercultural communication and competence training. **Jane Dunphy** directs MIT's English Language Studies Program and has taught a variety of subjects in professional and cross-cultural communication, including Communication for Managers, Scientific and Technical Writing, Advanced Speaking and Critical Listening, and Communicating across Cultures. **Heidi Faust** is the Associate Director of TESOL Professional Training Programs and the Center for Advanced Proficiency in English at the University of Maryland Baltimore County. She is also the current Chair of the TESOL International Association Intercultural Communication Interest Section.

Sun Breakout 4

Countering Unconscious Bias in Health Care with Cultural Agility: Self Awareness, Curiosity, and Empathy

Understanding the influence of cultural smog on our unconscious biases and how to enlist cultural agility as an antidote offers options to those who seek to improve their intercultural effectiveness. Educators, trainers, and practitioners who want to better integrate cultural agility into their practices will have ample opportunity to do so during and after this session. The session will also be helpful to practitioners interested in addressing systematic inequities and disparities in health care and other arenas. We will explore the fundamentals of cultural agility: understanding cultural identity development and privilege as foundational to self-awareness; curiosity about culture as a means of understanding others and bridging differences; and empathy, the ability to understand and connect with others' experiences and emotions, as the antidote to bias. Come to the session and find out what you don't know about what you don't know. **Carol French** is a co-owner and trainer/consultant for Figure 8 Consulting LLC. Her background is in education where she served as a counselor, instructor, and diversity trainer. She has had years of experience in curriculum development, and her interactive training style was developed and refined in classrooms and on ropes courses where she operated with humor, fun, and the philosophy that learning is best when it is experiential and involves the whole person. **April Lewis** is a co-owner of and trainer/consultant for Figure 8 Consulting LLC. April has more than 20 years' experience in cultural agility, diversity, and intercultural organizational development. Her fun, dynamic, and charismatic style engages audiences with her knowledge, skills, sense of humor, and her passion for combining humor with learning.

Sun Breakout 5 and 6

SIETAR Japan's 30-Year Journey: Past and Future

We invite you to celebrate SIETAR Japan's 30th anniversary. SIETAR Japan was first established in 1985 by a small group of core members and over its 30 years has grown and evolved in exciting ways. The purpose of this panel is to introduce different periods in SIETAR Japan's history in relation to the contexts in Japan and in the world, and to introduce challenges that SIETAR Japan is now facing. In 1998, SIETAR Japan hosted the SIETAR Global Congress, and we are planning another world congress entitled Intercultural Communication: Research and Education for the Future Generation at Chuo University in Tokyo in 2018. According to Kawakami (2009), Japan was the first place where the field of Intercultural Communication was established, after the United States. The field began in Japan in the 1950s with two pioneering intercultural conferences hosted in the 1970s (Kawakami, 2009). While the works of E.T. Hall laid the foundation of the field in Japan, Japanese scholars such as Mitsuko Saito, Gyo Furuta, and Teruyuki Kume were instrumental in diffusing the field (Kawakami, 2009). Our panelists, all former or past presidents of SIETAR Japan, invite you to reflect upon our 30 year journey. **Shoko Araki** is a professor at J.F. Oberlin University in the College of Arts and Sciences and one of the founding members of SIETAR Japan. **Akiko Asai** is an associate professor at J.F. Oberlin University in the College of Arts and Sciences and has been the president of SIETAR Japan since 2013. **Eriko Machi** is a professor in the Faculty of Foreign Studies at Reitaku University and currently serves as vice-president of SIETAR Japan as well as having served as president of SIETAR Japan from 2009 to 2013. **Nan Sussman** is a professor of psychology and dean of humanities and social sciences at the College of Staten Island, CUNY and was one of the founding members of SIETAR Japan while she was a Fulbright Scholar at Keio University. **Tomoko Yoshida** is a professor in the Faculty of Business and Commerce at Keio University and currently serves as the co-editor of the SIETAR Japan journal.

Emerald Bay 1

When Values Clash
This workshop will be a hands-on exploration of global values. We'll determine which values can be regarded as truly global, and which cannot, and therefore can be seen as culturally relative. The session will then explore the different ways in which cultures prioritize their values, and how different prioritizations can lead to culture clashes. The comparative constitutional research from my recently published book will be shared. **Alan Richter** is president of QED Consulting.

Emerald Bay 2

Compassionate Listening: An Introduction to Healing the World from the Inside Out
The Compassionate Listening Project teaches powerful skills for peacemaking in our families, communities, on the job, and in peace or social justice work locally and globally. In our busy, fast-paced and information-filled lives, how much time do we take to really listen? How can we offer listening as a gift in a way that others feel heard, understood, affirmed and valued? In this highly interactive workshop, interculturalists can build on the listening skills they already have, and learn to tune into the underlying values reflected in words, leading to deeper understanding and connection. Listening deeply in challenging situations requires a real willingness to both acknowledge and set aside our judgments and assumptions so that we can truly hear what is being expressed by others. This workshop offers participants an opportunity to become aware of their own listening challenges and practice new ways of listening by letting go of the steering wheel in conversations and dialogues. Compassionate Listening helps us to cultivate the wisdom of the heart, allowing us to transform separation and conflict into an opportunity for connection, healing and peace. **Naomi Wolfe** has been involved with The Compassionate Listening Project since 2007, and has facilitated Compassionate Listening workshops in Canada and internationally. Her intercultural experience includes many years in the USA and Guatemala. Naomi has extensive experience in intercultural, anti-discrimination, and Theatre for Living training, and is a full-time faculty member at North Island College on Vancouver Island, BC, Canada.

Emerald Bay 4

Everything Experiential! Intercultural Training Strategies for Global Leaders
A growing dimension of training and consulting practices use innovative experiential methods to develop intercultural competencies. Global leaders need a variety of strategies to reach their diverse audiences, and, to maximize capacity, they need to continuously expand and adapt their training approaches. With this entire session dedicated to everything experiential, participants have the opportunity to expand their own intercultural leadership skill set and to explore ways to move their clients and students to higher levels of understanding, productivity, and intercultural success. Join this lively and highly interactive session that engages participants in a truly experiential process, from the moment you walk in until you exit. This session provides opportunities for active participation in several intercultural learning activities involving communication styles, cultural values and dimensions, intercultural team-building and train-the-trainer discussions of potential adaptations and applications of the activities and learning strategies. Emphasis is on adapting experiential approaches to the training goals and on promoting creative use of active learning strategies. Session participants also get a chance to observe and discuss best practices in facilitation of intercultural learning. **Jon DeVries** and **Basma Ibrahim DeVries**, Ph.D. have over 30 years combined intercultural training experience, and they recently enjoy creating new workshops to assist participants in incorporating more experiential strategies in teaching and training.

Emerald Bay 6

LGBT Social Justice Around the World Today: Advances, Setbacks and the Interculturalist as Ally

Even though the rights of people who are lesbian, gay, bi-sexual and/or transgender have seemingly - and de facto - advanced in recent years in many parts of the world, social justice and equality for the global LGBT population is still very far from being a reality. This session will provide an overview of the current state of affairs regarding social justice for LGBT people throughout the world as well as broadly define the differences between the four co-cultures. The presenters will also address the important role of allies in the struggle for social justice and inclusion for LGBT people and discuss ways to be a skillful and competent advocate and ally in a global, diverse workforce. **Jeffrey Cookson** is Manager of Learning and Development for Language & Culture Worldwide. He is certified as both a Global and Senior Professional in Human Resources (GPHR/SPHR) and brings 20+ years' experience spanning the fields of human resources, intercultural competence and performance art. **Rebecca Parrilla** is Manager of Intercultural Learning & Development at Language and Culture Worldwide leading the design and implementation of intercultural competence and inclusion programs at LCW. She is a co-author of *Cultural Detective®: Lesbian, Gay, Bisexual and Transgender* (LGBT). **Rob Pusch, Ph.D.** is the Associate Director of Instructional Services at Syracuse University Project Advance. Over the past 20 years, Rob has engaged in educational and activist work around transgender issues on college campuses and in the workplace. Rob is a co-author of *Cultural Detective®: LGBT.* **Rita Wuebbeler** is president of INTERGLOBE Cross-Cultural Business Services, Inc. specializing in multicultural teambuilding, executive coaching, cultural competence building programs and Personal Leadership seminars. Rita is a co-author of *Cultural Detective®: Germany* and *Cultural Detective®: LGBT*.

Friday, October 16, 2015

Session VI, 3:45 pm to 5:00 pm

Concurrent Sessions

Sun Breakout 2

Puerto Rico, USA... We're moving where?
As cultural communication professionals, we work within many environments and professions. We know countries, cultures, competencies and currency, but where are we if those metrics don't quite fit all situations? Case in point: Puerto Rico, USA. Some of the confusion is semantic, some misunderstanding, and some, quite frankly, is just lack of knowledge. Who are Puerto Ricans? Where do they fall on the Hispanic culture curve? Why does so much of mainland America still think of and refer to Puerto Rico as a country apart from the US? Participants in this session will explore these questions and approaches for how to address it with clients. **Dr. Maria Procaccino** is an experienced trainer, consultant, and communication coach for international business professionals. She resides in San Juan, Puerto Rico.

Sun Breakout 3

Compassionate Witnessing: Processing and Responding to Violence
What is trauma? How do our bodies and minds interpret and experience trauma? What does witnessing everyday violence do to our psyche? How have past traumatic experiences affected our lives today? We will explore these questions and more in this session. Drawing from Dr. Kaethe Weingarten's book, *Common Shock,* this interactive workshop will lead participants in robust, reflective conversations and exercises surrounding how our bodies, minds, relationships, and societies are affected by violence and continued trauma of varying degrees. Trauma and the effects of trauma are not unique to one cultural group or another. This workshop will allow participants to reach across dividing lines and witness the humanness of one another; feel the pain of one another; be able to empathize with and understand one another a little better; be able to empathize with and understand themselves a little better; and realize the importance of healthy relationships and self-care. **Megan Grove, B.A.** in Peacebuilding and Development, is a budding practitioner in the facilitation world. A strong communicator with experience in facilitating difficult topics, she is passionate about restorative justice, honest conversations, and dialogue across cultures.

Sun Breakout 4

Cultural Competency Training in Hospitals: Case Study
This program looks at the expansion of Intercultural Horizons into Healthcare. The participants will learn a model demonstrating how to implement a cultural competency program within a major hospital system. Group work will identify specific areas where participants can adapt their training to healthcare. A case study will be presented which will focus on identifying needs, working with administrators, program logistics, content and results. The cultural competency case resulted in the hospital receiving the highest award for cultural competence from the American Hospital Association. **Neal Goodman, Ph.D.** is co-founder and president of Global Dynamics Inc, an internationally recognized authority on globalization, global leadership and cultural intelligence, and diversity and inclusion in organizations. His programs have helped hundreds of thousands of corporate executives to be more effective in international, multicultural, and virtual settings.

Sun Breakout 5 and 6

THE AMERICAS: Identity Through Cultural Similarities and Differences
This SIETAR-USA hosted panel includes interculturalists from the AMERICAS--Canada to South America. The panelists will address how each country and region in the Americas identifies itself in spite of similarities and global perceptions. Our goal is to raise awareness of the region's business climate change,

opportunities, intercultural professionals, training tools, best practices and support in the Americas and to develop networking opportunities for individuals and businesses, including increasing the presence of SIETAR locally and globally. **Patricia M. Coleman**, founder and principal consultant of A-Z World Connections, Inc., and the current SIETAR-USA president, will facilitate the panel. She lives near Miami, the gate to Latin America & the Caribbean (LAC). She specializes in diversity training international business, corporate compliance, talent acquisition mostly in North America and the LAC. **Mariana de Oliveira Barros** is founding partner of Differänce Intercultural and president of SIETAR Brazil. She has 15 years of experience intercultural communication and expat assistance. She is based in São Paulo and focuses her work and research on issues of intercultural communication and management in the Brazilian context. **Liliana Cantú** is a native Mexican with 17 years of experience as a trainer and consultant in the intercultural and diversity fields. Liliana has participated as a speaker and committee member at international associations and symposia, founded and manages her training and consultancy firm, and collaborates with global training companies as a freelance trainer. **Victor H Gaza, M.Ed.** is an intercultural trainer and consultant based in China serving expatriates and Chinese nationals for the past 18 years. In addition to his vast professional experience with study abroad programs and corporations, he has lectured on intercultural management, intercultural awareness and intercultural communication at Tsinghua University's MBA Program, Zhejiang University, and ITESM University. **Dianne Hofner Saphiere, M.S.** is the founder of Cultural Detective and has been active in intercultural training and consulting for 35 years, working with people from over 130 nations and living on three continents. Her client list includes ABB, Hyundai-Kia, Microsoft, Mitsui, Royal Dutch Shell, Schneider Electric, Telecom New Zealand, and Texas Instruments; study abroad organizations AFS and CIEE and universities worldwide. **Mercedes Martin** is a senior executive with an extensive and varied management background leading high-level organizational development, talent management, and diversity initiatives for large multi-national organizations. Mercedes is currently an executive leadership development coach and talent management consultant, responsible for the South America Region at Ernst & Young.

Emerald Bay 1

The Power of Intercultural Experience: Assessing the Development of Intercultural Communicative Competencies

Whether through educational exchange, intercultural service, or the international or diverse workplace, intercultural experience provides provocative and profound learning opportunities. What are these opportunities and how can intercultural experience in any context result in a powerful and transformative experience? This session presents findings based on an extensive search of the literature and research involving over 2,500 individuals in seven countries, investigating intercultural experience, its potential for developing intercultural competencies (ICC), the nature and components of these competencies, and the impact and outcomes which result. Participants will also become acquainted with resources and strategies for monitoring and measuring ICC development, and discuss approaches used in their own contexts. **Alvino E. Fantini, PhD,** holds degrees in anthropology and applied linguistics and has been involved in intercultural communication and language education for over 40 years as educator, trainer, and researcher. He is a past president of SIETAR International and recipient of its highest award, a professor emeritus at the SIT Graduate Institute in Vermont, a recent graduate faculty of Matsuyama University in Japan, and currently serves as international consultant.

Emerald Bay 2

Beyond the Limits: Making a Difference in the World Through Facilitation

In this interactive workshop, participants will get the change to discover and experience tips on how to connect the dots within their scope of experience and areas of expertise with the purpose to make a positive impact with their students, trainees, clients, and stakeholders. Whether participants are an experienced facilitator or in early stages of their career as a facilitator they will have the opportunity to widen their scope beyond their limits and discover that there is a whole world of opportunities to take their programs to a whole new level. In this workshop, learn about: repurposing your role as a trainer/facilitator/consultant in the learning, talent and OD fields; the need to break silos within the

industry; learning alternative techniques on how to bond and empathize with your stakeholders; addressing how to overcome some of today's challenges in social and professional environments; becoming an agent of change in the industry and how to influence others to do the same. This workshop will mix hands-on exercises with group discussions, and the rest of the content will focus on sharing examples on how to break traditional approaches to facilitation and transform them into tools for influence and development. **Ricardo Núñez** is a dynamic instructor with over 20 years of experience working closely with leading companies and organizations in the USA and Latin America. He develops and delivers group and individual training programs along with providing consulting services that help optimize commercial relationships, effective communication, plus business and social practices in the global arena.

Emerald Bay 4

Creating Transformational Moments in Executive Coaching Using the 2015 TAP® Assessment Profile

This session will focus on competency based coaching of expatriate executives for intercultural adjustment. Attendees will learn how a leading International Human Resource Development company uses their cornerstone assessment to coach and develop expatriate talent. This interactive workshop will allow attendees to observe and create their own transformational moments by using videos and sample TAP Assessment Profile results. After working through the process themselves, attendees will debrief and share their experiences both from the perspective of the interviewer and the interviewee. Attendees will have an opportunity at the end of the session to receive an invitation to take Tucker International's TAP Assessment and receive their results for free. Session is limited to 30 attendees. **Lori Tucker-Eccher** is the Director as well as lead Assessor and Executive Coach at Tucker International. She is a certified assessor for the Overseas Assignment Inventory (OAI), the TAP® Assessment Profile and the Global Leader TAP® Assessment Profile (GLTAP). She has conducted well over 300 assessment feedback and coaching sessions over the past several years with expatriates from companies like Walmart, Disney, Barrick Gold, Newmont, the NBA, Timken, CHS, Lowes, KPMG, Navistar, AT&T, Payless, Orica and Bombardier.

Emerald Bay 6

Intercultural Communication in the Workplace: A Critical Incident Video Approach

In this session, participants will explore a brand new series of intercultural critical incident videos developed by the Centre for Intercultural Education. These 19 short, communication scenarios are based on authentic challenges in intercultural communication from Alberta professional workplace contexts. Each video showcases a particular cross-cultural encounter where the participants are communicating and working across, often, vastly different value sets. When used in conjunction with a language or intercultural program, the critical incident videos can generate cross-cultural dialogue, build intercultural sensitivity and understanding, and help prepare people to navigate communication differences in multicultural workplaces. The session will aim to provide background for how the scenarios were developed, while at the same time exploring ways of utilizing critical incidents to provide access to real experiences to support the development of intercultural sensitivity and competence by developing more complex interpretations and responses to situations. This session assumes familiarity with the Developmental Model of Intercultural Sensitivity (DMIS), Cultural Value Orientations, and Intercultural Development Inventory (IDI)-guided coaching. **Jake Evans** has lived and worked in Central and South America delivering Enhanced Language Training in a variety of settings, from rural, community-based development projects, to large multinational corporations. He holds a BSc in Linguistic Anthropology and Northern Studies from the University of Alberta, and an MA in International Relations from the Freie Universität Berlin.

Saturday, October 17, 2015

Session VII, 11:00 am to 12:30 pm

Concurrent Sessions

Sun Breakout 2

Fifteen Insights From Narratives That Enchant Intercultural Audiences, Clients, and the Global Workforce

Current meta-trends include: hyper-personalization, on-demand media consumption, and increasing use of sensor tech, robotics, & use of drones for data gathering and services. In this context, the future of developing global competencies must include core principles as well as innovative new modes of delivery and approaches. As savvy interculturalists, we have learned that customers' touchpoints are more demanding, informed, and connected. In the coming five-years leading up to 2020, interculturalists will want to incorporate new knowledge of reciprocity partnerships, digitization of content, democratization of information sharing, and delivery of value in a short-cycle engagement. As researchers and practitioners, the presenters completed a digital media narrative project and a Narrative Inquiry research project. They will share 15 useful insights gained from their deep dive into narratives. These insights are transferable knowledge to various situations, context, and scenarios involving intercultural work. **Dr. Mary Kay Park**, as the Founder of Intercultural Cue, LLC, is committed to assisting clients solving intercultural dilemmas. Her focus is in enabling organizations and individuals to leverage micro change to drive macro change within their spheres of influence. **Madeleine St. John**, utilizing her expertise in rhetoric, intercultural communication, and perspective taking, thrives while facilitating effective cross-cultural collaboration. Self-described as a "culture junkie," she believes that diversity is not only what makes our world rich, but also that which makes it strong.

Sun Breakout 3

The Use of Film in Cross-Cultural Training: Moving Beyond Stereotypes

Feature film can be a powerful tool to use in cross-cultural training to explore cultural values and behaviors. At the same time, since our impressions of others are often shaped by media images, depictions of different cultures may also further perpetuate stereotypes, misunderstanding and conflict. It is therefore crucial for intercultural professionals to address how these images may be viewed and misconstrued and to encourage trainees to examine them critically to determine how people are being represented and what subtle messages are being conveyed. This interactive session will provide an opportunity to analyze a series of film clips, discuss the benefits and the challenges of using film in a training program, and present practical tips in which to incorporate them. **Julia Gaspar-Bates, M.A.**, is President of Intercultural Alliances and an Adjunct Professor at George Washington University. She has over 25 years of experience working in international environments. She has trained in multiple languages on four continents. A bi-cultural British-American, Julia has lived, worked and traveled in more than 45 countries.

Sun Breakout 4

The Power To Transform and Embrace Change

Change affects us all. *How* we respond to change can impact our company and our personal lives. Learn how change impacts us in fun and engaging ways, as we are introduced to a variety of change initiatives. Workshop participants will leave looking at change in a much different way than when they arrived. They get to know their other members of this group much better through life journey mapping and learn a new skill of juggling that they thought would be impossible. They also are introduced to the importance of how an Individual can impact a Team and the Organization. Through a simple process, participants will experience firsthand a transformational activity and realize that impossible is really I'm Possible! **Rhett Farber** is one of the founding members of The Farber Group, a firm that offers training, coaching and consulting for private business, education and government organizations. He has over 20 years of consulting and facilitation experience, with global organizations of all shapes, sizes, and industries.

Sun Breakout 5 and 6

Interculturalists, Meet Silence

Very few things create as much confusion and misunderstanding in interpersonal and intercultural communication as does silence. How much is too much? How little is too little? The answers will vary broadly between cultures or personality types. Silence can be experienced as an absence or as a presence. The absence of sound, of noise, of destruction. The absence of a need, of interest, of an argument, or an opinion. The presence of peace, of stillness, of quiet. The presence of tension, of contempt, of fear. Silence can be both an individual and a collective experience. Being silent with others can be anything from deeply enjoyable to practically terrifying. This highly interactive workshop will provide participants an opportunity to explore their relationship with silence and experience a wide variety of facilitation techniques that incorporate silence as their main component. Participants can expect to spend most of the time in silence. It will make some people happy – they will finally take a silent break from all the noise of the conference. Others will find themselves on edge. And the process will compel them to stay there, and stay there just a bit longer, and explore the edge. All techniques used during this session will be easy to replicate and apply for various purposes from training and teaching to coaching and counseling. Maybe the presenter wants to leave some space for participants' imagination? Or maybe she just does not have anything else to say? The answer is Silence. **Tatyana Fertelmeyster**, founder and principal of Connecting Differences LLC, is an experienced interculturalist and psychotherapist. She is a master of spontaneous facilitation and passionate about offering new approaches and exploring new horizons with SIETARians.

Emerald Bay 1

Linking Cross-Cultural Input to Organizational Culture Creation

In this era of vigorous globalization of business, it is not surprising that organizational culture has become a buzz-word, enkindling a vast amount of literature attempting to describe and define it. Most, though not all, of these works are of Anglo-Saxon authorship. They deal with a variety of organizations, mainly in the sphere of private enterprise, some with state ownership or intervention. Since the turn of the century, joint ventures as well as mergers and acquisitions have grown apace. Bigger and bigger companies have demonstrated appetite for growth. Survival of the fittest or biggest seems to be the order of the day. In the midst of such transformation and transition, the organization or re-organization of the companies involved is a subject of great importance and no little fascination. It is understandable that the issues presented are ones that normally arise though not only in an Anglo-Saxon environment and consequently are discussed usually in the English language from an Anglo-Saxon perspective. In the opinion of this writer, such a perspective is invalid when a strong non-Anglo culture is involved, particularly in an M&A situation, where transformative measures encounter reluctant or negative acceptance. Given the current and future economic preponderance of China, India, Japan, Germany and possibly South America, one has to take into consideration that organizational culture precepts, as commented on in current literature, are often non-applicable, even meaningless, in cultures comprising four-fifths of humanity. **Richard D. Lewis** is chairman of Richard Lewis Communications Ltd. He holds degrees in French, Spanish, Italian, a Diploma in Education, Diplômé en Cultures et Civilisations from the Sorbonne and the rank of knight commander of the Order of the Lion of Finland. His seminal book, *When Cultures Collide*, won the U.S. Book of the Month award in 1999 and has sold over 1 million copies.

Emerald Bay 2

Developing Intercultural Content Online: Insights from the Field of E-learning and Instructional Design

This workshop will focus on the specific challenge of developing intercultural content for training and teaching in an online format, specifically to help participants become more familiar with online learning and teaching and to provide some practical guides when to start developing online content. In order to fulfill these goals, we will discuss the nature of e-learning, its advantages, and disadvantages. We will share best practices in instructional design and e-learning principles that are fundamental to building effective online learning. Participants will learn a systematic way to structure content and break down lessons. We

will discuss basic e-learning principles that help to develop engaging online courses that look professional. Some examples of how intercultural content has been created for online use will be presented. **Anchalee Ngampornchai, Ph.D.** is an interculturalist and instructional design specialist and holds degrees in intercultural communication and instructional systems. With over five years of experience in developing web-based learning solutions, she is currently an instructional designer at Learning Systems Institute, Florida State University. **Elizabeth Root, Ph.D.** is an associate professor of intercultural communication in Speech Communication at Oregon State University. Her research focuses on issues of university internationalization, cultural identity, and intercultural pedagogy, all through the collection and analysis of personal narratives.

Emerald Bay 4

Building Your Personal Intercultural Platform Using Social Media Outreach and Engagement

You have a unique message to offer the world. Your upbringing, learning, professional pursuits and in fact your whole life experience form valuable stories that can be used to teach what you know and believe. The challenge is, how do you make your teaching available to those that wish to learn? Perhaps we need to step back further and ask, how do you promote the idea that the message you have to deliver is of value. Never before has there been so many ways to build a solid platform from which you can convey your teaching. **Brett Parry** is a cross-cultural consultant and program facilitator for EGP Consulting and Media. He is also host of the cross-cultural pro's podcast and an advocate for the use of social media to expand his own knowledge and that of his clients.

Emerald Bay 6

The Elephant in the Room: Is Religion a Silent Diversity for Interculturalists?

This interactive workshop will discover the dynamic aspects of Religion as a silent diversity worthy of the attention and expertise of interculturalists. We will begin with a brief historical perspective of what makes this topic a white elephant, followed by participants' experiences of religion in their professional lives and the ways that we cannot ignore its deep personal dynamic of differentness for our students, clients and ourselves. Finally, we'll explore together the benefits and dangers of bringing this elephant out of the shadows as a diversity worthy for inclusion. **Mafalda Arias** is a Peruvian-Canadian graduate student working on a Masters in Intercultural Relations at the University of the Pacific and the Institute of Intercultural Communications. Her work experience is in mining and mineral exploration. **Maria Thacker** is an applied cultural anthropologist with interests in religious identity and indigenous artistic expression and over thirty years of intercultural work in Japan, Bermuda, the African continent and the U.S. as a consultant and educator. **Dr. Naomi Ludeman Smith's** research, teaching and publishing foci have explored curriculum and program design to support sojourners to process their religious and spiritual tension during their cross-cultural experience with the outcome of increased intercultural competencies. She is currently the Confucius Institute director at Northern State University, Aberdeen, South Dakota.

Saturday, October 17, 2015

Session VIII, 2:00 pm to 3:30 pm

Concurrent Sessions

Sun Breakout 3

Intercultural Adaptation Program for Refugees and Immigrants: The Best Practices

It is estimated that in recent years 50,000 Haitian immigrants have come to Brazil in search of a better life. Their presence has triggered huge impact on the Brazilian society and has become a part of the social dialogue in the country. However, still, few institutions in the country have become fully involved in the process of their social integration in Brazil. One of the most engaged institutions is Missão Paz, a catholic congregation based in São Paulo, specialized in attending the needs of immigrants. Missão Paz helps the immigrants with the documentation, it provides them with the accommodation for the first days and it takes them through the process of relocation in the labour market. Through the partnerships with local business it organizes interviews and helps both the immigrants and the employers with the process of recruiting. SIETAR Brazil was invited to participate in the project to facilitate intercultural trainings for the immigrants. At first it was treated as an additional event on monthly basis, but within couple of months the training facilitated by SIETAR members has started to show such positive outcomes that it became a mandatory course, being held once a week in three languages. It is obligatory for any immigrant willing to participate in job interviews intermediated by Missão Paz to pass through the course. We would like to share our experience and present best practices. This social work has become one of SIETAR Brazil's most recognized project that promotes a cultural dialogue in the moment of an important social shift. **Mariana de Oliveira Barros** is founding partner of Differänce Intercultural Consultants and founding member and president of SIETAR Brazil. She has worked for 15 years as an intercultural consultant in the internationalization of executives and multinational and Brazilian companies.

Sun Breakout 4

Expanding Virtual Horizons: The Secrets of Facilitating Successful Teams Across Time, Distance, and Culture

Teams dispersed all over the globe have become the norm for business today. Love it or hate it, we're all virtual now. Global organizations face cultural differences, language and accent barriers, technology issues, and demanding communication requirements. As companies grow their global presence, their workforce may need enhanced, specific skills to create highly effective communication across cultures, especially when that communication is virtual. This change presents an incredible opportunity for intercultural practitioners who have the skill set to adapt. In this highly interactive workshop, we will explore the concepts of creating a united virtual team culture, common pitfalls for multicultural and multilingual teams, what it takes to keep virtual participants engaged, what activities work in the virtual world, and more. We will also address the myths and fears that interculturalists may have around making the transition from face-to-face to virtual facilitation. **Vicki Flier Hudson** is the chief collaboration officer for Highroad Global Services, Inc, a company offering cross-cultural training and coaching for global virtual teams, expatriates, and leaders across borders. She has delivered hundreds of high-impact, interactive

presentations and webinars that build global collaboration, using multiple software platforms. She is the author of the book *Zen and the Art of Offshoring*: *How to Build a Collaborative and Profitable Team with Your Partners in India* and is certified in the IDI. **Sue Shinomiya** is a consultant, corporate trainer, executive coach, webinar facilitator, and author specializing in global business effectiveness, cultural competency and inclusive leadership for corporations, virtual global teams and individuals. Her consulting and training work has included nearly ten years in Japan, and six years as an on-site consultant and project manager at Intel Japan. Her work has taken her to Germany, Japan, India, Korea and Brazil. She speaks Japanese, has studied Mandarin Chinese, and is certified in the IDI. She serves on the Board of Directors for SIETAR-USA.

Sun Breakout 5 and 6

Skeleton Scenes: A Teaching Tool for Building Intercultural Competence

Skeleton scenes are brief scenarios approximately 20-90 seconds in length that usually unfold between two people. Comprised of ordinary, everyday dialogue, they are ideal for layering circumstances on top of them in order to teach basic concepts, such as cultural dimensions and archetypes, and for developing skills, such as perspective- and code-shifting. Instead of passively watching a theatrical exchange, learners participate in an actual scene, playing a specific character with a point of view, within a set of given circumstances. This allows learners to experience first-hand, a simulated cultural environment or explore and practice thinking and behaving from a different cultural perspective. Simple to use and requiring minimal preparation, skeleton scenes can be a great addition to any trainer or consultant repertoire. They can be deployed as stand-alone activities or as part of a larger lesson plan, in one-off settings or for repetitive development, with participants of any skill level, and in almost any contextual setting. **Jeffrey Cookson** works as manager of learning & development at Language & Culture Worldwide, specializing in developing intercultural competence. Holding an MFA in Acting and Directing and certification as a Global and Senior Professional in Human Resources (GPHR/SPHR), he is on faculty at Saint Mary's University of Minnesota, and has directs the University of Minnesota's orientation play *Pieces of the Puzzle*.

Emerald Bay 1

A Suicide Prevention-Prepared Community: Addressing Service Gaps for At-Risk and Marginalized Populations

Many college campuses throughout the nation are overwhelmed and in crisis. They are serving a group of college students who report more occurrences of depression, anxiety, and other mental health disorders and who are often described as "fragile" by administrators and employers. Suicide has been termed the "silent epidemic" and has claimed the lives of more teenagers and young adults than cancer, heart disease, AIDS, birth defects, stroke, pneumonia and influenza, and chronic lung disease combined. This interactive presentation will offer research findings and recommendations for addressing the mental health service gaps which exist across many college campuses, workplaces, and within our communities, with the goal of helping attendees create their own prevention-prepared community. The presentation will specifically address the needs of youth at high-risk, including lesbian, gay, bisexual, questioning, or transgender populations, American Indians, Alaska Natives, military family members, and veterans. As a result of this presentation, participants will be able to: describe common service gaps which exist across campus communities; discuss specific action steps that can be taken to remedy service gaps; and

detail service gaps which exist within their own campuses and communities. Evidence-based programs and recommendations will be covered, as well as assessment strategies. It is hoped participants will be able to identify previously unrecognized service gaps within their own institutions and communities and leave with the knowledge and strategies for beginning to meet these needs. **Dr. Gerra Perkins** is an Associate Professor and Counseling Program Coordinator at Northwestern State University. She is a Licensed Professional Counselor, National Certified Counselor, and National Certified School Counselor and has 15 years of experience in the field of counseling.

Emerald Bay 2

Expanding Intercultural Horizons: Weird and Wonderful Ways to Train Intercultural Competence

Ever get bored with the tried and true training exercises? The room of participants changes, but your days all seem to repeat themselves. Let's experiment with five new, weird and wonderful methods for growing intercultural competence. We will start by outlining the three key elements of intercultural competency: curiosity, cognitive complexity, and empathy. We will then integrate these competencies to levels of intercultural sensitivity as put forward by the Developmental Model of Intercultural Sensitivity (DMIS). We will introduce these five new learning activities and practice using and adapting them to fit the needs of your learners. Remember when intercultural training generally consisted of perception experiences, encounter group activities, and nonverbal exercises? Then, a stimulating simulation, and the day was over. Intercultural training has changed. Now we know a bit more about what we don't know, and a bit more about some things we need to know. But linking these needs to the right level of competency, and than choosing the right methods for development is perplexing. We know now more vividly than ever, that our training rooms are limitlessly diverse. Whether in organizational training or higher education, we no longer have the luxury of facing a group of learners who share our worldview, our cultural norms or even our language. And yet we persist in teaching others about cultural differences while neglecting to cultivate cultural curiosity, to navigate cultural complexity, and to nurture empathy for those whose culture is different from our own. **Janet Bennett, Ph.D**., is executive director of the Intercultural Communication Institute, sponsor of the Summer Institute for Intercultural Communication, and director of the Master of Arts Degree in Intercultural Relations. She recently edited the SAGE *Encyclopedia of Intercultural Competence.*

Emerald Bay 4

Expanding Intercultural Horizons into the "Differability" Arena: Considering Disabilities as Central to Intercultural Training

This session focuses on the importance of expanding our horizons as interculturalists and bringing differabilities to center stage. Many interculturalists mention all the different layers of culture, including dis/abilities in our trainings. When exploring identity, we sometimes talk about visible/invisible identities, sometimes giving examples of disabilities. But for most of us, discussions of dis/abilities ends there. While many interculturalists have spent time learning about different national, ethnic, religious, social, gender, and generational cultures, few have given much attention to learning more about dis/ability cultures and truly discovered ways to more fully integrate dis/abilities into our teaching and training. Additionally, there is stigma associated with dis/abilities, and this unfamiliar territory often makes even seasoned trainers

uncomfortable. This was the case for us. Then suddenly, we were the parents of a child with a disability, flung into a new world. While living this new reality and continuing to work as intercultural trainers, we realized that we had previously given dis/abilities only a cursory mention in our work. We committed ourselves to bring this discussion to the forefront in our professional circles. This engaging session includes several experiential activities, discussions, and shared tips on working with people with differabilities. **Basma Ibrahim DeVries, Ph.D.** is a founding board member of GiGi's Playhouse –Down Syndrome Achievement Center, where **Jon DeVries** is a member of the expansion team. They have over 30 years combined in intercultural training experience. Since their son was born with Down syndrome, they committed to a broader lens of differability and to incorporate dis/abilities more into our intercultural training work.

Emerald Bay 6

Diversity at Work: Managing a Diverse Workforce

Participants in this workshop will learn and practice an approach to make sense of and respond to diverse perspectives in the workplace. In the global workplace, effective managers and HR professionals can flexibly and responsively communicate with others to achieve goals. This workshop uses newly produced videos from the NorQuest Center for Intercultural Education to guide participants to identify and respond to the underlying logic of what people from diverse backgrounds do and why they do it. You will learn how to focus on perspective points, identify disconnects in intercultural communication and to name stretch goals or the points from which communication behaviors can be adapted to achieve goals at work. The videos are based on applied research conducted in Canadian based International companies in 2013-2014; each workplace scenario demonstrates a specific perspective and the underlying logic within each character's perspective as characters try to achieve their goals and address their needs in the workplace. Through activities based on these videos, participants will learn how they can facilitate learning and development in their organization to better manage diverse teams. **Yuji Abe, Jake Evans,** and **Kerry Louw** are Intercultural Facilitation Specialists at NorQuest College. Since joining the Centre for Intercultural Education, they have led innovative applied research projects to integrate intercultural competence within workplace training resources and have facilitated intercultural and enhanced language workshops for numerous corporate clients.