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Intercultural competence: cognitive, behavioral, affective aspects

> **Intercultural training**: cognitive/trainer-oriented or experiential; culturally universal, culture-specific

Your **network of contacts** as a daily training ground

Develop your intercultural sensitivity to a higher level: culture shock; leadership/negotiations/conflicts in an intercultural environment)

Intercultural mindset: openness, curiosity, tolerance

Create your personal development plan (SMART goals)

The communication process (sender/receiver/message/transmission medium)

Resolving difficult interactions: 1 observation, 2 your own feelings, 3 interpretation, 4 solution

> The communication square ("four sides model" factual/content, relationship, self-revelation, appeal)

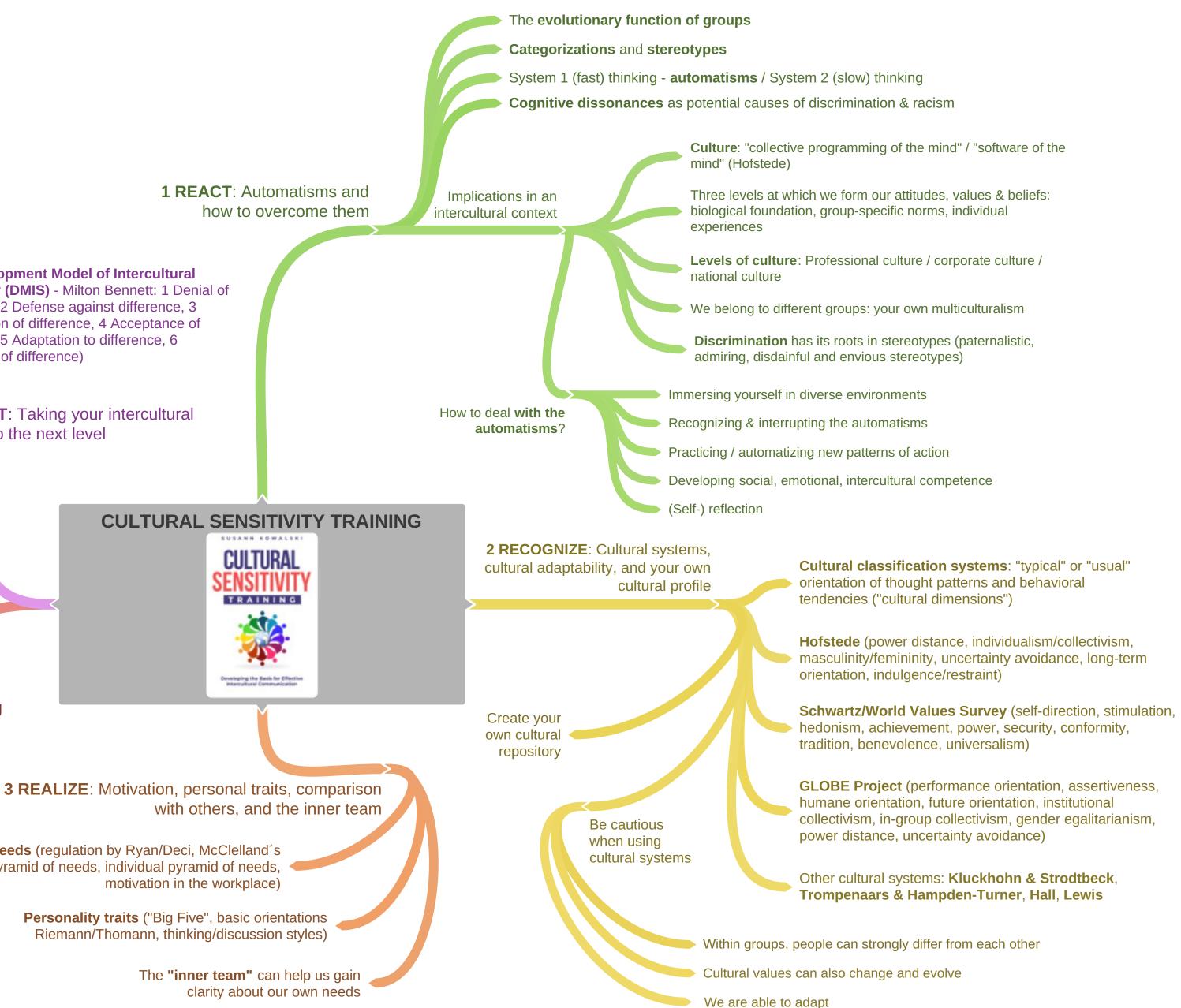
> > The "values and development square"

Use the **inner team** to analyze intercultural conflict situations

Different angles of looking at interactions: content, context, conversation style, forms of communication, personal space, medium, directness, lingua franca, humor

General hints: mutual respect, reflect/analyze/prepare, meta-communication The Development Model of Intercultural Sensitivity (DMIS) - Milton Bennett: 1 Denial of difference, 2 Defense against difference, 3 Minimization of difference, 4 Acceptance of difference, 5 Adaptation to difference, 6 Integration of difference)

5 REACH OUT: Taking your intercultural competence to the next level



4 RELATE: Resolving difficult situations and effective intercultural communication

Motivation and needs (regulation by Ryan/Deci, McClelland's needs, Maslow's pyramid of needs, individual pyramid of needs,