

Pilot session of InterMed in Italy, promoted by Materahub



In the frame of InterMed, a European project aiming at promoting intercultural mediation as a skill for managers employing an international/intercultural workforce, Materahub developed a training program for managers who have or wish to have foreign employees. The purpose of this training is give them the methods and tools to better manage interculturalism in the workforce and help foreigners newcomers to integrate in the teams and into society.

The "training" (pilot 1) program uses active learning methodology including role-playing exercises, presenting cultural scenarios and other practical exercises focused on topics of mediation and intercultural communication.

On September 2019, Materahub gathered 11 managers and professionals from third sector organizations working with an intercultural workforce, to participate to this program. All the participants come from Puglia and Basilicata region.

The training took place in Bari.

The participants addressed different topics all linked to cultural mediation:

1st session: cultural differences, self-awareness and Hofstede model (theory on cultural dimensions)

2nd session: stereotypes and suitable communication in cultural mediation activities

Participants feedback: the participants demonstrated a lot of enthusiasm and a deep involvement in the training courses. In particular, they really appreciated the exchanges and the open discussions allowed throughout the training. They also improved their knowledge on the topic and had the opportunity to reflect on mediation problem solving through practical exercises.

Pilot session of InterMed in UK, promoted by Inova

The Intercultural Mediation project aims to improve cultural integration by supporting managers with an international workforce to ensure that they are comfortable when recruiting staff from diverse cultural backgrounds.

Therefore, the training for the project gave participants the tools and insights to effectively manage the intercultural work situation and strategies to deal with cultural differences productively, and thus increase the efficiency of their teams.

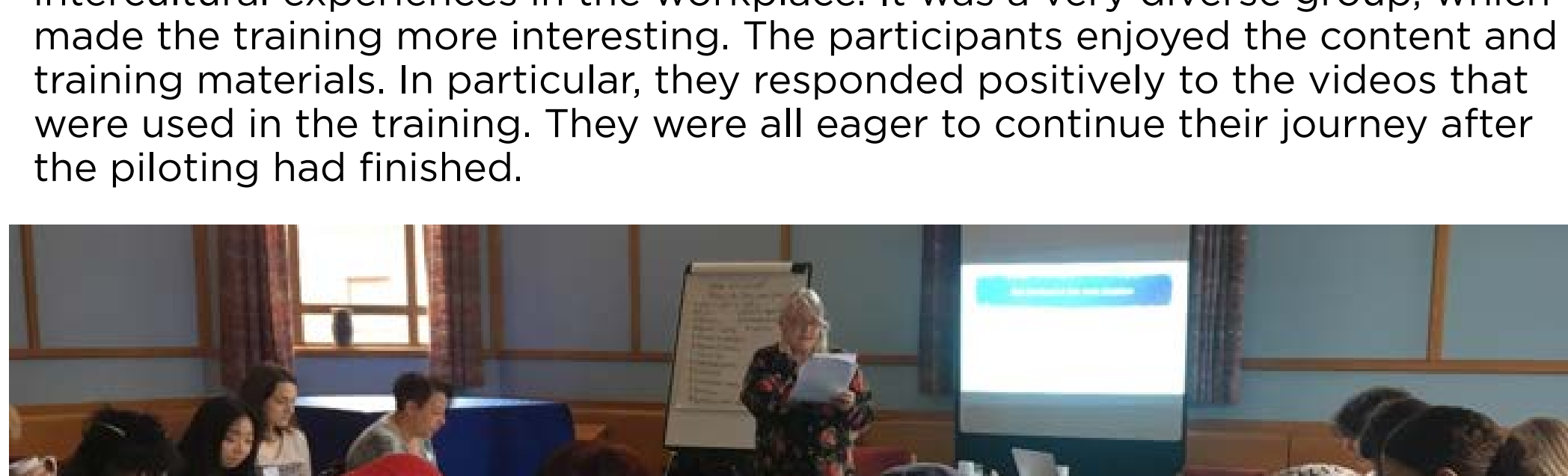
The training in the UK was made up of 15 participants, who varied in culture, ethnicity and professional background. The sessions were held in Quaker House in the heart of Sheffield city centre. The training was divided into three days:

Day 1: 11th March 2019, Beyond the Differences, this session laid the groundwork for the training as it increased participants' awareness of their perspective regarding people and cultures to break stigma and barriers.

Day 2: 18th March 2019, From Differences to Synergy, the group were able to examine the paths to understanding cultural differences as a source of new ideas and growth.

Day 3: 25th March 2019, Nonviolent Communication Skills, participants explored nonviolent communication as a method of finding commonalities between working cultures to avoid conflict and promote integration.

The first pilot was well received in the UK. Participants shared their own intercultural experiences in the workplace. It was a very diverse group, which made the training more interesting. The participants enjoyed the content and training materials. In particular, they responded positively to the videos that were used in the training. They were all eager to continue their journey after the piloting had finished.



Pilot session of InterMed in Poland, promoted by Globalnet



The training in Poland, Poznań was made up of 15 participants in total. Participants were basically coaches and SME's owners. The sessions were held in the Globalnet headquarters in June 2019. There were 2 training sessions and the training was divided into three days: Beyond the Differences, From Differences to Synergy and Nonviolent Communication Skills and Diversity Circles.

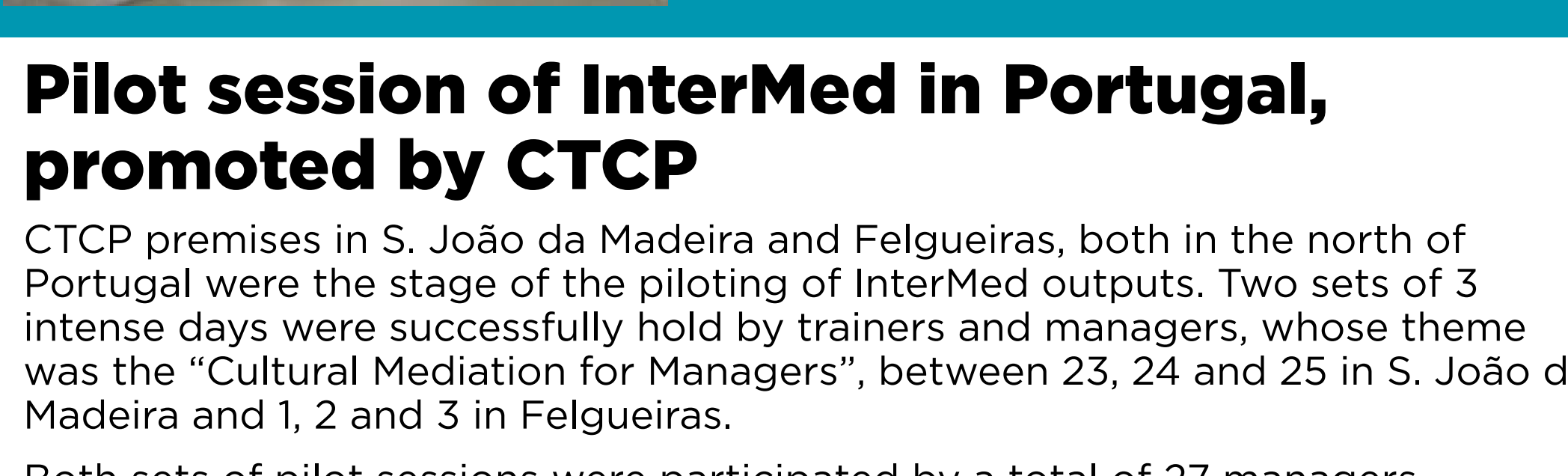
The pilot sessions had a very good mood, and results were positive. The feedback received during pilots confirmed the need for the project and the usefulness of its results. Participants were eager to continue cooperation within the project, to follow the development of its results. The sessions were well -structured and facilitator met the training needs of participants.

Pilot session of InterMed in Portugal, promoted by CTCPC

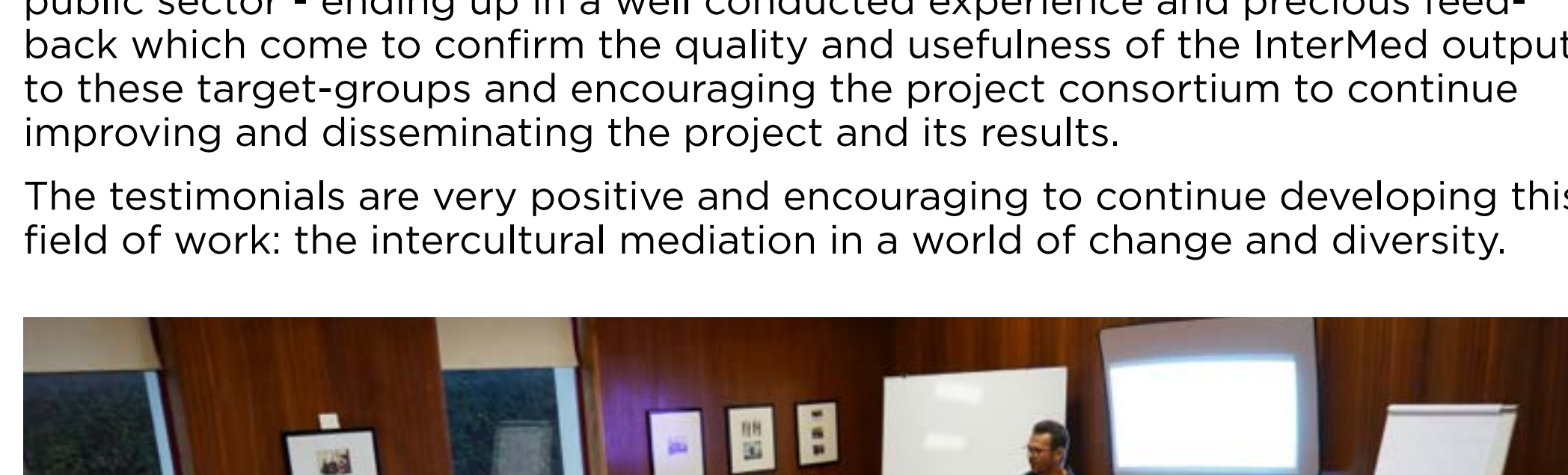
CTCPC premises in S. João da Madeira and Felgueiras, both in the north of Portugal were the stage of the piloting of InterMed outputs. Two sets of 3 intense days were successfully held by trainers and managers, whose theme was the "Cultural Mediation for Managers", between 23, 24 and 25 in S. João da Madeira and 1, 2 and 3 in Felgueiras.

Both sets of pilot sessions were participated by a total of 27 managers, entrepreneurs and line leaders - 15 in S. João da Madeira and 12 in Felgueiras - from different sectors of activity - footwear, moulds, social economy sector, public sector - ending up in a well conducted experience and precious feedback which come to confirm the quality and usefulness of the InterMed outputs to these target-groups and encouraging the project consortium to continue improving and disseminating the project and its results.

The testimonials are very positive and encouraging to continue developing this field of work: the intercultural mediation in a world of change and diversity.



Pilot session in S. João da Madeira - 15 participants



Pilot sessions in Felgueiras - 12 participants

Pilot session of InterMed in Belgium, promoted by Obelisk

During a training course, Obelisk tested a new theory that they would like to use during the 2nd pilot session of the Intercultural Mediation for managers project..

Which model?

Lewis plots countries in relation to three categories:

- Linear-actives — those who plan, schedule, organize, pursue action chains, do one thing at a time. Germans and Swiss are in this group.

- Multi-actives — those lively, loquacious peoples who do many things at once, planning their priorities not according to a time schedule, but according to the relative thrill or importance that each appointment brings with it. Italians, Latin Americans and Arabs are members of this group.

- Reactives — those cultures that prioritize courtesy and respect, listening quietly and calmly to their interlocutors and reacting carefully to the other side's proposals. Chinese, Japanese and Finns are in this group.

He says that this categorization of national norms does not change significantly over time:

The behaviour of people of different cultures is not something willy-nilly. There exist clear trends, sequences and traditions. Reactions of Americans, Europeans, and Asians alike can be forecasted, usually justified and in the majority of cases managed. Even in countries where political and economic change is currently rapid or sweeping (Russia, China, Hungary, Poland, Korea, Malaysia, etc.) deeply rooted attitudes and beliefs will resist a sudden transformation of values when pressured by reformists, governments or multinational conglomerates.

This model helps to understand how to interact with people from different cultures. By focusing on cultural roots of national behaviour, both in diversity and business, we can foresee and calculate how others will react to our plans for them and we can make certain assumptions as to how they will approach us.



How did we use this model during training?



The audience in the training was very varied: Belgians, Moroccans and Asians.

We presented a case study to the participants: Your team was invited to a prestigious congress in an exotic location: The Virgin Islands.

However, due to disappointing quarterly figures, the company has decided that only half of your team can go. How do you decide who can and cannot go? What criteria do you use? The participants discuss with each other how they are going to take this decision. The trainer observes the discussion with Lewis' model in mind.

It made participants aware of themselves and how they react in certain situations. In addition, it also increased their understanding of the other participants in the training.

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INTERMED WEBSITE

f Intermed EU project



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