April 17-18: Two-Day Classes
Becoming Global Souls: Teaching About Curiosity -- Janet Bennett
Cultural Values Re-examined -- Donna Stringer
Women in Leadership Across Cultures -- Mary Meares

April 18-19: Two-Day Classes
Facilitating Intercultural Competence -- Tatyana Fertelmeyster
Cross Cultural Coaching -- Helen Abdali Soosan Fagan
Storytelling for Intercultural Reflection -- Anne Copeland

April 17: One-Day Classes
Low Budget High Impact: Diversity & Intercultural Training -- Tatyana Fertelmeyster
Psychological Capital in the Global Environment -- Helen Abdali Soosan Fagan
Cross-Cultural Transition for Professionals -- Anne Copeland

April 19: One-Day Classes
The Intercultural Classroom: Communication, Culture, & Complications -- Janet Bennett
Developing & Nurturing Intercultural Teams -- Donna Stringer
Facilitating Intercultural Interactions -- Mary Meares

April 17-19: Three-Day Certificate
Emotional Intelligence & Diversity -- Anita Rowe

Sponsored by:
Becoming Global Souls: Teaching About Curiosity

Being global souls and seeing ourselves as members of a world community, requires the ability to learn from the culture around us. Education City in itself reflects that world community, populated by potential global souls. You are discovering culture every day.

Psychologist George Kelly suggests that “It is not what happens around him that makes a man experienced; it is the successive construing and reconstruing of what happens, as it happens, that enriches the experience of his life.” The key to this construal is curiosity, knowing we have reached the limits of our comprehension, and seeking further understanding.

As educators in global institutions, we are frequently asked to prepare others to be curious across cultures, both on campus and off. We will explore the importance of curiosity in our work, suggesting activities and approaches for programs, as well as supplying you with a curiosity toolkit of exercises and course assignments designed to develop curiosity in your classroom.

Dr. Janet Bennett 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 specializes in developing theory and training methods for individuals who teach, train, or manage across cultures. As an educator and consultant, she designs and conducts intercultural programs for colleges and universities, corporations, social service agencies, and international education associations. She teaches at Portland State University, University of the Danube (Austria), University of Groningen (The Netherlands), and Aoyama Gakuin (Japan). She has recently edited the SAGE Encyclopedia of Intercultural Competence.
Qatar Institute for Intercultural Communication
Education City – Doha – Qatar

April 17 - 18, 2018

Cultural Values Re-examined

Study of culture often begins with examining behaviors that are confusing, interesting, or simply different from one’s own. Values are always at the core of any behavior. Understanding how values are developed, modified and retained will help in becoming more cross-culturally effective. When behaviors are seen through the lens of values, they become easier to understand and explore. This workshop will focus on how to clarify one’s own values and how to teach others about values. Participants will learn about available value assessments and experience a broad range of exercises that can be used in classrooms for teaching about values.

Dr. Donna M. Stringer is a social psychologist with over 40 years’ experience as a manager, teacher, researcher, and writer. Donna specializes in cross-cultural instructional design, cross-cultural communication and value systems, team building, and culture change strategies for organizations in the U.S., Asia, Latin America, and Europe. She has co-authored three books: 52 Activities for Exploring Values Differences, 52 Activities for Improving Cross-Cultural Communication, and 52 Activities for Successful International Relocation. She has written articles on preparing the next generation of diversity trainers for the 2007 Pfeiffer Annual Training Series and on preparing global leaders for the 2012 Pfeiffer Annual Training Series. Her most recent publications include a chapter on Diversity and Inclusion for the Multicultural America Encyclopedia and chapters on Generational Diversity and Global Diversity Management for the Encyclopedia of Intercultural Competence.

For more information, please visit www.intercultural.org/qatar.html
Women in Leadership Across Cultures

Who do we think of when we think of good leaders? How are our expectations of leaders and leadership shaped by gender? In this workshop, we will explore the concept of leadership and identify the skills and qualities that make someone a good leader. While keeping in mind cultural differences in gender expectations, we will examine types of power that contribute to leadership and influence, as well as the ways we communicate and negotiate our interactions with others when we are leaders.

Attention will also be given to barriers and bias women leaders face, including the challenges of working with subordinates and followers who are resistant to women in leadership roles. As we expand our understanding of leadership and evaluate our own experiences as leaders, participants will develop a vision for the type of leader they want to be.

Dr. Mary Meares is an associate professor of communication studies at the University of Alabama, where her research focuses on intercultural groups, virtual teams, workplace diversity, mistreatment, and perceptions of voice. She has taught intercultural and organizational communication in the U.S. and Japan, was named the Faculty Mentor of the Year at Washington State University, and recently served as the first intercultural specialist for the Semester at Sea comparative cultures study abroad program. She has consulted for educational, corporate, and public service organizations in the areas of intercultural transitions, team building, and conflict. Mary also provides career counseling to participants at SIIC and teaches yoga.
Psychological Capital in the Global Environment

Psychological Capital (PsyCap) is a higher order construct involving Hope, Optimism, Resilience, and Efficacy. Building on the work of Positive Psychology, PsyCap, in the last decade, in a variety of research, has shown to have a powerful impact on productivity, wellbeing, and effectiveness in organizations, military, and communities. In this session, participants will explore the why of PsyCap, and the how of PsyCap, to enhance personal and organizational success and wellbeing.

Dr. Helen Abdali Soosan Fagan is a leadership and diversity scholar and consultant with over 25 years’ experience in the human resource field. She is currently the president of Global Leadership Group and a lecturer at the University of Nebraska-Lincoln. She studied international economics and British political economy at Oxford University during the formation of the European Union. In 2000, Helen became the first coordinator of a nationally recognized diversity and cultural competence initiative for a large health system in Nebraska. During that time, she played a key role in the recruitment/resettlement of nurses from the Philippines, addressing employment and healthcare needs of refugees and immigrants. She has received multiple awards, most recently Professor-of-the-Month by the University of Nebraska-Lincoln: Mortar Board.
Global Opportunity! See the World! It all sounds (and is so exciting at first, and most who have done it) look back on the experience as a highlight of their lives. But...in between, transitioning to a new culture to pursue a work opportunity can present plenty of challenges, both personally and professionally. We'll take a look at an array of reasons it can be hard to move to a new country, from the under-appreciated practical challenges to the communication, identity, social, and values-based differences that can make an intercultural transition confusing and frustrating. We'll also examine the factors that make having a job in a new country a challenge, especially when the job is away from headquarters and supervisors. We'll share research on what's hard and how individuals and families have successfully managed stress. Participants will both examine their own intercultural transitions and learn how to help others understand the factors affecting theirs.

Dr. Anne P. Copeland is a clinical psychologist, and the founder and director of The Interchange Institute, a nonprofit organization focused on the understanding and support of people in intercultural transition. She was an associate professor of developmental, clinical, and family psychology at Boston University for the first half of her career, and now she conducts research and offers publications, cross-cultural training, and a training-of-trainers workshop, Crossing Cultures with Competence, through The Interchange Institute.
April 17, 2018

Low Budget High Impact: Diversity & Intercultural Training

This workshop is a program of training activities that can be described by exactly these four words: Low Budget, High Impact. You will add to your toolbox exercises, simulations, and process facilitation techniques applicable for intercultural and diversity work in various settings. We will explore potential facilitation challenges and focus on debriefing. Special attention will be given to understanding what constitutes high impact from different perspectives.

Tatyana Fertelmeyster is the founder and principal of Connecting Differences LLC. She provides intercultural communication and diversity training to corporate clients, educators, and mental health professionals both nationally and internationally. She specializes in teaching facilitators how to facilitate trainings, meetings, and other group processes. As a Licensed Clinical Professional Counselor, her professional experience includes providing resettlement services to refugees and counseling to individuals and families going through cultural transitions. Tatyana is a co-author of Cultural Detective® Russia and a master trainer of facilitators for Cultural Detective®. She also co-authored the Trainers’ Guide for Working with Pre-literate Populations. Tatyana is a Past President of SIETAR USA.
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April 18 - 19, 2018

Cross Cultural Coaching

Coaching is not mentoring, counseling, or consulting. It is a way of problem solving with others that empowers them to act. In this session, you will learn about various models of coaching, learn skills of coaching, and spend time practicing coaching.

Dr. Helen Abdali Soosan Fagan is a leadership and diversity scholar and consultant with over 25 years’ experience in the human resource field. She is currently the president of Global Leadership Group and a lecturer at the University of Nebraska-Lincoln. She studied international economics and British political economy at Oxford University during the formation of the European Union. In 2000, Helen became the first coordinator of a nationally recognized diversity and cultural competence initiative for a large health system in Nebraska. During that time, she played a key role in the recruitment/resettlement of nurses from the Philippines, addressing employment and healthcare needs of refugees and immigrants. She has received multiple awards, most recently Professor-of-the-Month by the University of Nebraska-Lincoln: Mortar Board.

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April 18 - 19, 2018

Facilitating Intercultural Competence

Are you looking for meaningful methods and tools to teach or train about intercultural competence? We will actively engage you with conceptually grounded and widely used approaches to intercultural competence, such as communication styles, conflict styles, learning styles, the Cultural Detective® and Personal Leadership. It will equip you with creative methods for understanding general cultural patterns as well as those of a specific culture. We will focus on group dynamics, adaptation, and strategic management of participants’ and clients’ needs. You can expect to be creatively, experientially, and reflectively engaged. Some basic knowledge of intercultural communication concepts and some experience with presentation and facilitation is recommended.

Tatyana Fertelmeyster is the founder and principal of Connecting Differences LLC. She provides intercultural communication and diversity training to corporate clients, educators, and mental health professionals both nationally and internationally. She specializes in teaching facilitators how to facilitate trainings, meetings, and other group processes. As a Licensed Clinical Professional Counselor, her professional experience includes providing resettlement services to refugees and counseling to individuals and families going through cultural transitions. Tatyana is a co-author of Cultural Detective® Russia and a master trainer of facilitators for Cultural Detective®. She also co-authored the 'Trainers’ Guide for Working with Pre-literate Populations. Tatyana is a Past President of SIETAR USA.

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April 18 - 19, 2018

Storytelling for Intercultural Reflection

Telling stories about our own lives is an ancient way to convey values, share history, and probe meaning. Ask people to tell a story about something important that happened to them, and you set them aloft into a discovery of things they didn’t know they knew. We will examine a number of ways to use storytelling in training to help people reflect on their cultural values and intercultural experience. The primary focus will be on telling your own experience, but we will also explore the telling of metaphorical stories to convey meaning. You will leave the workshop with the beginnings of your own intercultural autobiography, and the tools to help others look into theirs.

Dr. Anne P. Copeland is a clinical psychologist, and the founder and director of The Interchange Institute, a nonprofit organization focused on the understanding and support of people in intercultural transition. She was an associate professor of developmental, clinical, and family psychology at Boston University for the first half of her career, and now she conducts research and offers publications, cross-cultural training, and a training-of-trainers workshop, Crossing Cultures with Competence, through The Interchange Institute.

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April 19, 2018

The Intercultural Classroom: Communication, Culture, and Complications

In your work at Education City, you confront cultural differences on a daily basis. Since the impact of these differences is often subtle, it can easily undermine communication in unexpected ways. Our colleagues may be mystified by interactions that misfire, our interventions may seem awkward, and even our office dialogs may neglect cultural cues.

This class presents A Practitioner’s Guide to Intercultural Interaction. While we often suspect that there is a “communication problem,” we rarely know precisely how to assess what that really means. By understanding culturally related communication patterns, we can more readily diagnose what may have gone wrong, suggest useful ways to bridge the difference, and enjoy the diversity in our work. Through a lively presentation, video, discussions, and ever-so-brief lectures, we will:

• Explore cultural patterns in communication styles
• Assess strategies for adapting to other styles
• Practice both direct and indirect communication styles

Dr. Janet Bennett 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 specializes in developing theory and training methods for individuals who teach, train, or manage across cultures. As an educator and consultant, she designs and conducts intercultural programs for colleges and universities, corporations, social service agencies, and international education associations. She teaches at Portland State University, University of the Danube (Austria), University of Groningen (The Netherlands), and Aoyama Gakuin (Japan). She has recently edited the SAGE Encyclopedia of Intercultural Competence.

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April 19, 2018

Developing and Nurturing Intercultural Teams

Cultural diversity offers an opportunity to experience substantial growth in your individual team members as well as your organization. Intercultural teams tend to promote different points of view that stimulate innovation, and non-obvious alternatives and solutions to challenges. These advantages can be cultivated in an environment that encourages open-mindedness and curiosity. In addition, teams need to develop skills that allow them to adapt their behaviors to interact collaboratively with others. This workshop includes exercises that can help intercultural teams understand, value, and work effectively across differences.

Dr. Donna M. Stringer is a social psychologist with over 40 years’ experience as a manager, teacher, researcher, and writer. Donna specializes in cross-cultural instructional design, cross-cultural communication and value systems, team building, and culture change strategies for organizations in the U.S., Asia, Latin America, and Europe. She has co-authored three books: 52 Activities for Exploring Values Differences, 52 Activities for Improving Cross-Cultural Communication, and 52 Activities for Successful International Re-location. She has written articles on preparing the next generation of diversity trainers for the 2007 Pfeiffer Annual Training Series and on preparing global leaders for the 2012 Pfeiffer Annual Training Series. Her most recent publications include a chapter on Diversity and Inclusion for the Multicultural America Encyclopedia and chapters on Generational Diversity and Global Diversity Management for the Encyclopedia of Intercultural Competence.

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April 19, 2018

Facilitating Intercultural Interactions

Culture influences our interactions in every aspect of life, including work and learning environments. Whether you were working with students in or outside of the classroom, or with other professionals, this workshop will look at the ways that we can recognize the potential challenges that culturally diverse backgrounds bring, but also the ways we can use cultural differences as an asset for learning.

Dr. Mary Meares is an associate professor of communication studies at the University of Alabama, where her research focuses on intercultural groups, virtual teams, workplace diversity, mistreatment, and perceptions of voice. She has taught intercultural and organizational communication in the U.S. and Japan, was named the Faculty Mentor of the Year at Washington State University, and recently served as the first intercultural specialist for the Semester at Sea comparative cultures study abroad program. She has consulted for educational, corporate, and public service organizations in the areas of intercultural transitions, team building, and conflict. Mary also provides career counseling to participants at SIIC and teaches yoga.

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Emotional responses are often at the heart of interpersonal and organizational roadblocks to diversity culture change. This certificate program applies the concepts of emotional intelligence to address the essential challenge of diversity: dealing with feelings that emerge when differences meet. It will provide skills that are much needed in today’s world, where divisiveness and polarization call for a counterpoint based in respect, empathy, and compassion. You will have the opportunity to learn about the specific aspects of emotional intelligence critical for success in diverse environments, and how they shape both personal and professional behavior. The end result is not only your own growth, but the ability to facilitate the professional growth of others as well.

Dr. Anita Rowe is a partner in Gardenswartz & Rowe, where for over 30 years she has helped a wide variety of clients manage change, build productive and cohesive work teams, and create intercultural harmony in the workplace. Anita and her partner, Lee Gardenswartz, have co-authored a series of articles and books on diversity and inclusion themes, including Managing Diversity: A Complete Desk Reference and Planning Guide, The Managing Diversity Survival Guide, and The Global Diversity Desk Reference: Managing an International Workforce.