



# Intercultural Coaching & Consulting

You are on the move between Orient and Occident. You work in an international team or live in a multicultural environment. That's exciting. And always challenging. How can cooperation succeed in the long term? What gives me security? Together with you, we develop a customized strategy for your intercultural concerns.

Regardless of whether you are an individual, a couple, a family or a team. With our team of experienced coaches and consultants we are available for you! We accompany you specifically in all aspects of intercultural living and working.

Prices and individual planning on request.

**We distinguish between coaching and consulting.**

## Intercultural Coaching

You communicate with people from other cultural backgrounds on a daily basis. You know about the advantages of intercultural cooperation. And you experience misunderstandings and friction losses. You would like personal support from an experienced coach.

We come to your side. Listen to you. You define your change request. Together we set out on a journey. You gain access to your resources. Gain clarity. Develop a forward-looking strategy. With confidence and joy you shape your intercultural life and work in a goal-oriented way.

### Possible topics:

- Cultural adaptation and cultural stress
- Dealing with differing values and norms
- Recognizing personal limits
- Discovering resources
- Developing resilience
- Conflict management
- Partnership & Family
- Crisis management
- Burnout
- Exhaustion

## Interkulturelle Consulting: Well informed and excellently equipped

Your professional environment demands intercultural competence from you. You communicate daily in an international context. You lead people from different cultures. How can you create synergies? How can you optimize cooperation?

Our experienced team is competently at your side.

We analyze your situation. Consider your intercultural challenges and opportunities. Then we recommend suitable modules and building blocks. You gain valuable insights and sharpen your intercultural view. Excellently equipped, we then proceed to practical implementation.

In follow-up modules we evaluate the implementation. Celebrate successes and learn from the experience. This is how your intercultural cooperation succeeds in the long term.

### Basic Modul I: Intercultural Knowledge, 2 Days

#### Topics:

- Communication models
- Introduction to culture (definitions)
- Self-perception and outside perception
- Values and norms as a cause of understanding and misunderstanding
- Taboos
- Cultural dimensions

#### Learning outcomes:

- Gain awareness of different communication and cooperation structures.
- Be able to better understand the background of cultural communication patterns in everyday working life.

### Standard Modul II (+ Modul I): Intercultural sensitivity, 2 days

In addition to the contents of Basic Module I, further topics are:

- Cultural dimensions in comparison
- Culture-specific communication structures
- The iceberg of culture (behavior, thinking, values)
- Guilt and shame orientation
- Dealing with unfamiliar ways of thinking and behaving
- Motivating factors in your cultural value system
- Reflection of one's own behavior and the interpretation of the counterpart

#### Learning outcomes:

- Own intercultural experiences with the target group are elicited and the experience and understanding are promoted.
- Reduction of fear
- Increased empathy

- Increase in impartiality, openness and tolerance

### **Premium Modul III (+ Module I, II): Intercultural decision-making, 2 Days**

In addition to the contents of Basic Module I and Standard Module II, further topics are:

- Reflection and case studies
- Leading employees from different cultures
- Dealing with criticism management
- Intercultural conflict behavior and mediation
- Own intercultural experiences with the target group are elicited and systematically discussed

#### **Learning outcomes:**

- Participants learn to address grievances in a culturally appropriate and motivating manner
- Familiarity with nonverbal, paraverbal and indirect communication behavior
- Mastery of appropriate forms of criticism
- Ability to adapt forms of cooperation as well as leadership activities and systems in a culturally appropriate manner

Our consulting takes place at your place or any other place you wish. Our trainers are also happy to come to you abroad. All our trainings are bilingual and can be booked multilingual on request.

# Intercultural Consulting: Overview

The Basic and Standard modules can be extended with modules from the Premium module according to your individual needs. We are also happy to combine consulting with personal coaching.

Send us an inquiry at: [info@schuppener-global-transitions.com](mailto:info@schuppener-global-transitions.com).

Service	Basic	Standard	Premium
Communication models	✓	✓	✓
Introduction to culture (definitions)	✓	✓	✓
Self-perception and outside perception	✓	✓	✓
Intercultural competency	✓	✓	✓
Self-perception and outside perception	✓	✓	✓
Cultural dimension	✓	✓	✓
Culture-specific communication structures	✓	✓	✓
The iceberg of culture (behavior, thinking, values)	✓	✓	✓
Culture management (interculturality - values in comparison)	✓	✓	✓
Motivating factors in your cultural value system	x	✓	✓
Reflection of one's own behavior and the interpretation of the counterpart	x	x	✓
Work preferences in intercultural practice	x	✓	✓
Creation of personal team management profiles	x	✓	✓
Creation of a team profile	x	x	✓
Recognizing strengths and blind spots	x	x	✓
Reflecting consequences in decision making behavior	x	x	✓
Linking Skills: Connecting tasks & people	x	x	✓
International Conflict Management	x	x	✓
Guilt, shame and fear	x	✓	✓
Reflection and case studies	x	✓	✓
Leading employees from other cultures	x	✓	✓
Intercultural Conflicts and Mediation	x	x	✓