

LEITLINIEN UND ORGANISATIONSKULTUR		INDIVIDUELLE KOMPETENZ-ENTWICKLUNG		FÜHRUNG UND PERSONALMANAGEMENT		ORGANISATION UND ARBEITSTECHNIKEN	
Compliance	Chancengleichheit	Gesund bleiben am Arbeitsplatz	Karriere machen bei der Stadt Mannheim	Führung - unsere Grundlagen	Führungskompetenz stärken	Projekt- und Prozessmanagement	Verwaltungswissen
Umgang mit Veränderung	Kommunikation, Kooperation & Zusammenarbeit	Persönliche und soziale Kompetenzen	Coachings und Beratungsangebote	Personalentwicklung und Recruiting	Arbeitsrecht und Personalverwaltung	IT-Training	Tools, Arbeitstechniken und -methoden

## BEING UNDERSTANDABLE - UNDERSTANDING - BEING UNDERSTOOD

### Target group

Employees facing language barriers and cultural irritations with customers

### Introduction

You have often wondered why people with another cultural background and other mother tongues understand things differently? Do you sometimes feel that working in an intercultural environment could be easier if you only understood the other's way of thinking? Working in a multinational environment is sometimes very challenging and requires an understanding of cultural concepts – including ideas of gender, religion, origin and education. This seminar in English language aims at creating awareness for differences to facilitate working with different cultures. Group work, simulations and interactive discussions will help you to gain a profound understanding of cultural processes in a multinational environment.

### Developing goals and setting targets

- You have gained comprehension that our cultural background determines our way of learning and understanding.
- You have recognized that communicational patterns vary significantly in different cultures.
- You have developed ideas how to deal with cultural differences and language barriers in public service.

### Content

#### Acting in intercultural overlapping situations

- Handle intercultural situations confidently in English language and learn to facilitate in difficult situations.
- Develop ideas how to deal with differences in an appropriate and solution-focused approach.

#### Professional behavior in conflict situations

- Reflect about your own behaviour in conflict situations and share your experiences with your colleagues.
- Learn how to communicate in a self-confident but understanding manner to avoid conflicts.

#### Benefits to your everyday work situation

- You work on and analyze actual case situations and receive valuable insights for your own work.
- Understand in how far your own cultural imprint determines how you see the world and what influence your cultural background has on your way of thinking.
- Apply solution focused communication in difficult situations.

**Seminarnummer:**  
Q3.4.4.1

**Methods of introduction:**  
Situation analysis and case work, individual and small group exercises on cultural imprints and value based communication, theoretical inputs, self-reflection, case studies

**Trainer\*in:**  
Daniel Kauer  
Trainer and Coach

**Date:**  
15.07.2021

**Time:**  
08:30 Uhr – 16:30 Uhr

**Ort:**  
Studieninstitut Rhein-Neckar,  
U 1, 16-19, 68161 Mannheim  
Raum 518

**Anmeldeschluss:**  
09.06.2021

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