

Learn from the Experts at The Interchange Institute

The Interchange Institute is a not-for-profit research organization whose mission is to promote dialogue and facilitate understanding between people who move to a new country and their new communities. Our high level professional training techniques and materials are designed to help you – the trainer – give trainees the cultural competence they need to succeed in their new environments.

Executive Director Dr. Anne P. Copeland, a clinical psychologist, is an internationally known expert in issues relating to women, dual career families and accompanying partners and spouses.

Who Should Attend

If you are:

- A trainer who wants to add cross cultural skills to your toolbox
- A human resources manager aiming to ease employees' transitions to a new country – and wanting to control quality and cost by keeping the training in-house
- A relocation professional eager to offer a valued service
- A mental health professional wanting a new way to promote intercultural understanding
- A life or professional coach looking for additional services to offer your clients
- An interculturalist who could use a ready-to-go kit to deliver cultural orientations
- An educator who works with international students and scholars

Then you'll find Crossing Cultures with Competence the ideal orientation program. Your trainees will:

- Understand the roots of the cultural differences in their host country, so they can work more productively
- Recognize when they are experiencing culture shock and develop a plan to ease their own transition to a new country
- Learn about their host country's history, government, economics, demographics and educational and social issues, so they can communicate knowledgeably with host nationals
- Look at their own cultural history and values so they can see how these affect their interactions with others
- *And much more*

Your Training Leader

Dr. Anne P. Copeland, founder and Executive Director of The Interchange Institute, is an internationally known interculturalist. A licensed psychologist and an experienced teacher, she is also Adjunct Associate Professor in the Psychology Department at Boston University. From 1979 to 1997 she was Associate Professor there, and conducted and supervised research on psychological aspects of family process, assessment, ethnicity, cultural influences, immigration, child development and developmental disabilities.



Dr. Copeland has written extensively about individuals, couples and families in transition, having authored several books and more than 70 articles, chapters and professional presentations. She also directed the research of the internationally acclaimed "Many Women Many Voices" study of expatriate accompanying spouses, an international in-depth analysis of the social, familial and personal aspects of moving to a new country. For the past ten years she has served as editor and publisher of the *Newcomer's Almanac*, a monthly newsletter for newcomers to the United States. Dr. Copeland speaks from personal experience, having relocated with her family to London, where she was the academic advisor for Boston University's British programs.

Dr. Copeland draws upon this wealth of experience to enhance her work with individuals, couples and families each day at The Interchange Institute.

The Interchange Institute
11 Hawes Street
Brookline, MA 02446

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Adjusting to a new country and new culture isn't easy.

Inside:

Get the strategies and techniques you need to offer cross-cultural orientations.

"A terrific seminar.

These two jam-packed days will leave you well prepared to offer a powerful cross-cultural orientation."

*Charles McCabe
Independent Trainer
Past Participant in Program*

New dates and locations announced!

Workshop details enclosed.

Crossing Cultures with Competence

A TRAINING OF TRAINERS PROGRAM

A two-day cross-cultural seminar from The Interchange Institute

- Add cultural skills to your knowledge base
- Supplement your existing cross-cultural training program
- Ease employees' transition to a new country

Here's what past participants are saying:

"This is 'the' training workshop for intercultural professionals... Worth a trip around the world."

Terri McGinnis

Independent Cross-Cultural Trainer, Beijing

"The workshop was excellent. The materials are a great resource. It is clear that much care and attention to detail was put into their creation. Thank you for the knowledge to share with others throughout our organization."

Pete Jarowski

HR/Relocations, Novo Nordisk® Pharmaceuticals, Inc., NJ

"While this workshop was clearly aimed at the corporate world, I feel that it was very valuable for me as an international educator. I can definitely tailor it for my professional use as a school counselor."

Brad McClain

The American International School of Buenos Aires

Check www.interchangeinstitute.org for future locations.



The Interchange Institute

11 Hawes Street
Brookline, MA 02446
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www.interchangeinstitute.org
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Most orientation programs never go beyond the traditional, yet superficial approach to living and working in a new culture.

With *Crossing Cultures with Competence*, you learn to provide a cross-cultural orientation that is *in-depth and culture-specific*.

Carefully designed to **fit your busy schedule** – you will learn effective cross-cultural orientation techniques in just **two information-packed days!**

Day 1 Workshop Schedule

8:30 a.m. – 4:30 p.m.

Program schedule includes morning & afternoon coffee breaks and one hour for lunch.

Considerations in Designing a Cross-Cultural Orientation

- Designing and delivering an orientation for someone from another culture
- Understanding one's own cultural values before discussing someone else's
- Assessing an individual or family's needs prior to their cross cultural orientation

Host Country Overview

- Researching, designing and delivering an effective Host Country Overview
- Preparing newcomers to understand the social issues and current events of their new countries

Culture and Communication

- Learning a vocabulary for discussing cultural differences
- Understanding how cultural values affect communication styles, habits and attitudes at work and home

Day 2 Workshop Schedule

8:30 a.m. – 4:30 p.m.

Program schedule includes morning & afternoon coffee breaks and one hour for lunch.

Managing the Transition

- Helping families manage the challenges of moving to a new country
- Paying close attention to the needs of dual career families and accompanying partners and spouses

Delivering a Cross-Cultural Orientation

- Planning an orientation with the right length and focus to suit your trainees' needs
- Facilitating activities, role plays, card-sorting and self-assessment tools
- Communicating high-level thoughts in easy, non-idiomatic English

Making Use of Your New Skills

- Convincing people to come to (and pay for) cross cultural orientations
- Pricing, freelancing and sub-contracting



THE TRAINING CONTINUES... YOU'LL LEAVE THE SEMINAR WITH ALL THIS:

- A detailed trainer guide to lead you through three modules – **Host Country Overview, Culture and Communication, and Managing the Transition**
- In-depth and carefully researched host country overview for the United States – a model you can adapt for other countries
- Supervised practice and certification in the use of the materials
- A trainee workbook for future orientations – comes in both printed and PDF versions for your convenience
- Instructions on how to design cross cultural orientations for trainees with differing needs, cultural expectations and learning styles
- Background readings on orientation topics
- 100+ PowerPoint slides (on disk) to supplement the orientation

PLUS ALL THIS:

- A needs assessment tool to gather information prior to delivering the orientation
- An evaluation tool so you can continue to learn how to deliver the most effective training
- A supplies box for storing pencils, cards and material
- Tips for tailoring the orientation to suit each particular group of trainees
- Recommended resources and readings
- Tip sheets for every orientation activity and topic
- Suggested schedules for half-day, 1-day, 2-day or 6 two-hour orientation sessions

AND THAT'S NOT ALL! OUR PROGRAM CONTINUES TO WORK FOR YOU LONG AFTER YOU'VE COMPLETED IT. YOU ALSO BENEFIT FROM:

- Access to telephone or e-mail follow-up consultations with Dr. Anne P. Copeland at a discounted rate
- Monthly communication from The Interchange Institute about its latest research and activities
- An opportunity to receive future updates to orientation materials
- Techniques for marketing cross-cultural orientations in your community or organization
- A list of resources that facilitate your continued learning about cross-cultural issues

"The 'Crossing Cultures with Competence' training materials developed by The Interchange Institute have been an excellent tool for the cross cultural orientation program offered to our international relocation clients. The materials are comprehensive, easy to deliver, and offer a range of options to specifically tailor the program to our clients' needs. The on-going support from Anne Copeland, and her wealth of knowledge and expertise, have proven invaluable and a great support to our program."

*Julie Bell, International Services Coordinator, Relocation Services
Coldwell Banker Residential Brokerage*

TRAINING MATERIALS SUIT MANY LEARNING STYLES

For the Active Learner:	For the Abstract/Conceptual Learner:	For the Reflective Learner:
<ul style="list-style-type: none"> · case studies · card-sorting activities and games · role-playing scenarios 	<ul style="list-style-type: none"> · lectures · primary source materials (poetry, historical documents) · research findings explained and put into practice 	<ul style="list-style-type: none"> · self- and spouse-ratings and discussions · guided discussions about individual work and family circumstances · comparisons of the host country with trainee's home country

FREQUENTLY ASKED QUESTIONS

Q: Can I really learn to be a cross-cultural trainer in just two days?

A: No and yes! No, you won't be trained to do in-depth cultural consultation. But YES, you will be able to offer effective cross-cultural orientations. Our programs have strict admissions criteria, so you will be building on your existing expertise.

Q: Can I just buy the orientation materials and skip the two-day training?

A: Not usually. The written material is carefully designed to go with the seminar. Please call to discuss special circumstances.

Q: Can others in my organization use the materials?

A: Each person who uses the materials must be trained by The Interchange Institute. However, if more than one person in your organization wishes to be trained, you can get a discount by sharing the written material.

REGISTRATION FORM

Crossing Cultures with Competence — A Training of Trainers Program
Enroll early - enrollment limited to 15 in each location!

Location: _____ **Date:** _____

Tuition: \$1,250 (For multiple registrations – please call for discount information).

Full payment required to reserve your spot.

Name _____ Job Title _____

Organization _____

Address _____

City/State/Zip _____

Phone (____) _____ Fax (____) _____

E-mail _____

PAYMENT METHOD:

Check enclosed (make payable to The Interchange Institute)

Charge my: Visa MasterCard AmEx

Card Number _____ Exp. Date _____

Signature _____

CANCELLATION POLICY: For requests made prior to two weeks before the workshop, refund less \$250 registration fee – or full credit toward future workshops. Thereafter, full credit toward future workshops only.

IMPORTANT: This program is not for novice trainers or those with no intercultural background. Participants must have significant relevant professional training and/or intercultural expertise. Please attach a description of your experience and education in training and/or intercultural issues. We will confirm your acceptance or contact you with questions. If your application is not accepted, we will give a full refund.