

# Crossing Cultures with Competence

## A TRAINING OF TRAINERS PROGRAM

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

- learn the strategies and techniques you need to offer in-depth and culture-specific cross-cultural orientations
- take advantage of the opportunity to be trained in the cross-cultural field by the Executive Director of The Interchange Institute, Anne P. Copeland, Ph.D.
- add cultural skills to your knowledge base
- supplement your existing cross cultural training program
- ease employees' transition to a new country

**“The Crossing Cultures with Competence training program led by Anne Copeland is excellent. Anne imparts knowledge and insight about working as a cultural trainer. I particularly appreciated the innovative and practical exercises which will complement the materials I use. In addition, the interaction with and sharing by the other participants is very beneficial.”**

*Elizabeth Vennekens-Kelly, Director,  
Business English & Cross Cultural Consulting*

The Interchange Institute is a not-for-profit organization specializing in assisting families relocating globally. The Institute conducts research on the impact of intercultural transitions on individuals and families. From the results of this research, a variety of services are provided, including workshops and training, publications and products, and consulting services.



THE INTERCHANGE INSTITUTE  
11 HAWES STREET  
BROOKLINE, MA 02446  
USA  
www.interchangeinstitute.org  
phone: 617-566-2227  
fax: 671-277-0889  
info@interchangeinstitute.org

### Who Should Attend



If you are...:

- A trainer who wants to add cross cultural skills to your toolbox
- An educator who works with international students and scholars and their families
- A mental health service provider 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
- A human resources manager aiming to ease employee' transitions to a new country and wanting to control quality and cost by keeping the training in-house

...then you'll find Crossing Cultures with Competence the ideal program.

### Add on an optional third day of training: Level Two

Stay for a third day of advanced training. Topics covered include:

- **Core Cultural Values:** We examine an extended range of cultural dimensions and review materials and case studies that help trainees apply the concepts to their daily lives.
- **Children and Spouses:** We review the major topics that should be included in any program for global families, preview activities to facilitate adjustment and cultural understanding in children, and highlight the challenges and opportunities facing accompanying spouses.
- **Cultural Identity and Transitions:** We practice using tools and activities to help others explore their own cultural experience, in a range of work, school and coaching situations. Attendees will get a copy of our newest training tool, Reflection Photos: Facilitating Intercultural Reflection with Visual Images.

### Your Training Leader

Dr. Anne Copeland is a licensed psychologist with expertise in cultural transition and clinical psychology. She provides cross-cultural training for individuals and families moving to a new country and for multicultural teams. Dr. Copeland has written several books and over 90 research articles, chapters, and professional presentations on topics of families and transition. Prior to founding The Interchange Institute in 1997, Dr. Copeland was Associate Professor of Psychology at Boston University, where she conducted research on families and culture. During her tenure at the University, she relocated with her family to work in London in 1988, where she was the academic advisor for Boston University's British Programmes.

## What You'll Get

- 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 that you can duplicate in unlimited numbers for future orientations -- comes as a PDF file on your USB flash drive
- 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 USB flash drive) 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 training bag for storing cards, books and materials
- Tips for tailoring the orientation to suit each particular group of trainees
- Recommended resources and readings
- Suggested schedules for adapting the materials for half-day, 1-day, 2-day, 3-day or a series of two-hour orientation sessions
- Sample materials and proposals you can use to market cross-cultural orientations in your community or organization
- A list of resources to facilitate your continued learning about cross-cultural issues
- Discounts on materials from The Interchange Institute for one year.

## Registration Procedure

If all this sounds good to you, or if you have questions, please contact us to arrange for a conversation between you and Dr. Copeland (ideally by telephone or Skype, but email can work too). Let us know about your intercultural background and how you hope to use the training materials. Once we both agree that this is a good match for you, please go to our registration page: [www.interchangeinstitute.org/html/CCC\\_registration.htm](http://www.interchangeinstitute.org/html/CCC_registration.htm) to complete your enrollment including payment.

We have an early registration discount price of \$1295 up to one month before the training. After the discount period ends the price is \$1395. Included in this is a \$250 non-refundable registration fee. NOTE: Pricing for workshops outside the US will be different. Please check our website for details.



## Frequently Asked Questions

**Q:** *Sounds great! Where and when is the next workshop?*

**A:** We offer 4-6 workshops a year in the US and Europe. Check [www.interchangeinstitute.org](http://www.interchangeinstitute.org) for upcoming dates and locations. And let us know if you'd like a course in your area; we'll take this into consideration as we make future plans.

**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 because you will be building on your existing expertise.

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

**A:** No, the materials are not available unless you've attended the training. Graduates of the course may be able to purchase a second set of materials under some 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.

**Q:** *What if my organization wants to have more than one person attend?*

**A:** Great! We offer discounts for two or more attendees from the same organization. See additional information in our "Registration" section. Or contact us to discuss a customized offering at your own facility.

**Q:** *Where can I find additional information on the course?*

**A:** Visit our webpage--

[www.interchangeinstitute.org/html/CCC.htm](http://www.interchangeinstitute.org/html/CCC.htm)

"Attending the cross-cultural training opened my eyes to so many of the dimensions that we must consider and be sensitive to when communicating, working, interacting with ALL people. The training content itself was invaluable and the training experience was so engaging, hands-on and fun that I never for a moment 'zoned out' --as we all must admit can happen so easily! It help me set up a pilot program for helping our new staff, coming in from countries all over the world, as they deal with such issues as relocation, culture shock, and communication."

*Patricia Giannola  
High School Resource HOD  
ACS Cobham International School  
United Kingdom*