

Four Day Comprehensive Workshop in 2 Parts

Cheryl Forster, Psy.D. at Bookmark Connections

10 CE Hours (part I) + 10 CE Hours (part II) = 20 CE Hours

Essential Frameworks for Intercultural Effectiveness (Part I)

Day One Saturday, April 22 nd , 2023 9:00 am to 3:30 pm Pacific Time/ 12:00 to 6:30 pm Eastern Time <i>All times below are in Pacific Time*</i>	Day Two Sunday, April 23 rd , 2023 9:00 am to 3:30 pm Pacific Time/ 12:00 to 6:30 pm Eastern Time <i>All times below are in Pacific Time*</i>
Introduction to Intercultural Communication; key intercultural skill 9:00 to 9:30 am	Key cultural dimensions – continued 9:00 to 10:30 am
The Developmental Model of Intercultural Sensitivity (DMIS) 9:30 to 10:30 am	Break 10:30 to 10:45 am
Break 10:30 to 10:45 am	Key cultural dimensions – continued 10:45 to 12:00 pm
DMIS – continued 10:45 am to 12:00 pm	Lunch 12:00 to 1:00 pm
Lunch 12:00 to 1:00 pm	Key cultural dimensions & additional key points – continued 1:00 to 1:30 pm
Applications of DMIS 1:00 to 1:30 pm	Moving beyond the binary to a dynamic and process- oriented view of culture 1:30 to 2:15 pm
Social Justice – key points of connection 1:30 to 2:05	Break 2:15 to 2:30 pm
Key culture concepts 2:00 to 2:15 pm	Culture, emotions, language, non-verbal communication 2:30 to 3:15 pm
Break 2:15 to 2:30 pm	Questions, information about evaluations and certificates 3:15 to 3:30 pm
Key culture concepts - continued 2:30 to 2:45 pm	
Key cultural dimensions – start 2:45 to 3:30 pm	

**There will be a 15 minute break, both, before lunch and after lunch

Enhancing Our Intercultural Interactions (Part II)

Day Three Saturday, May 6 th , 2023 9:00 am to 3:30 pm Pacific Time/ 12:00 to 6:30 pm Eastern Time <i>All times below are in Pacific Time*</i>	Day Four Sunday, May 7 th , 2023 9:00 am to 3:30 pm Pacific Time/ 12:00 to 6:30 pm Eastern Time <i>All times below are in Pacific Time*</i>
Introduction Key Conceptual Points from Part I 9:00 to 9:35 am	Review key concepts of Polyvagal Theory 9:00 to 10:30 am
Overview of the presenter's intercultural synthesis and integration of Polyvagal work, while putting it into context of other common intercultural models and models used in psychology 9:35 to 10:05 am	Break 10:30 to 10:45 am
Intercultural Conflict 10:05 to 10:30 am	Specific Nervous System Skills – continued 10:45 am to 11:15 pm
Break 10:30 to 10:45 am	Start Polyvagal concepts applied to intercultural communication and polarization 11:15 am to 12:00 pm
Intercultural Conflict – continued 10:45 to 11:35 am	Lunch 12:00 to 1:00 pm
Intercultural Empathy 11:35 am to 12:00 pm	Polyvagal concepts applied to intercultural communication and polarization – continued 1:00 to 2:15 pm
Lunch 12:00 to 1:00 pm	Break 2:15 to 2:30 pm
Revisiting a dynamic and process-oriented view of culture and the role of context 1:00 to 1:45 pm	Polyvagal concepts applied to intercultural communication and polarization – continued 2:30 to 3:15 pm
Intercultural Adaptation 1:45 to 2:15 pm	Questions and information about evaluations and certificates 3:15 to 3:30 pm
Break 2:15 to 2:30 pm	
Intercultural adaptation – continued – moving from appropriate to embodied and authentic 2:30 to 3:30 pm	

**There will be a 15 minute break, both, before lunch and after lunch

Workshop Descriptions

All together, these two workshops will cover important components that will enable us to move beyond a “do’s and don’ts” type approach to culture, and development more nuanced skills for intercultural effectiveness. The frameworks are intentionally sequenced in a way to provide a clear and synthesized approach to working across cultures. These workshops are designed to explore key intercultural communication theories and concepts, and then apply them. The importance of integrating intercultural communication work with Polyvagal work will also be emphasized in Part II.

Essential Frameworks for Intercultural Effectiveness (Part I)

The field of intercultural communication (IC) provides various frameworks for strengthening our ability to engage with difference and diversity across situations. The intercultural approach to diversity work is not generally taught in psychology, social work, or counseling graduate programs. Traditional diversity, multicultural, and social justice approaches are important but leave out some key components. Culture shapes what we pay attention to, so it becomes important to understand more of the cultural landscape in order for our observations and interpretations to be more meaningful. Moreover, integrating intercultural communication into our work with clients significantly increases our intercultural effectiveness.

This workshop will start with a developmental model, which focuses on intercultural sensitivity. Intercultural sensitivity is a precursor for intercultural effectiveness, as it enables us to approach differences with increased nuance and clarity. Subsequently, we will review 16 cultural dimensions which are essential for a cultural analysis. At the same time, we will learn how to utilize these dimensions in a way that is dynamic because culture is contextual and a process; it is not a static “thing.” Part I will review the foundational material for intercultural effectiveness, while also increasing our own self-awareness in order to be more effective with clients.

Intermediate Level: This workshop is intended for participants who have taken a graduate course in diversity or completed at least one diversity/multicultural/social justice training prior. You do not need to have any knowledge or background in intercultural communication to attend.

Learning Objectives:

- 1 – Name the most important intercultural competency skill, and identify a related model
- 2 – Explain the first five positions of the Developmental Model of Intercultural Sensitivity (DMIS)
- 3 – Relate the DMIS to at least two forms of racism
- 4 – Determine why culture-general frameworks should precede culture-specific information
- 5 – Identify at least ten core cultural dimensions for an effective cultural analysis to apply to clients
- 6 – Explain differences between individualistic and collectivistic cultures
- 7 – Describe differences between small and large power distance values
- 8 – Compare a dynamic and process-oriented view of culture with a static one
- 9 – Discuss a potential cultural difference related to shame
- 10 – Identify one way language can impact our perception and worldview

Enhancing Our Intercultural Interactions (Part II)

One common mistake that people make when learning about various cultures, is believing that knowledge is sufficient. The research shows that when we stop at knowledge, we are more likely to stereotype other people. One way to decrease that likelihood is to include more process-oriented perspectives and skills. Therefore, Part II of the workshop will focus on the more interactional and process-oriented aspects of culture. We will review intercultural conflict, empathy, and adaptation. These topic areas build on the cultural dimensions and dynamic orientation that were addressed in Part I, and will be explored in a way that can be directly applied to client work in both a complex and straightforward way.

Finally, we will incorporate Polyvagal Theory, which is an embodied approach that can enhance our overall effectiveness. Polyvagal Theory is often referred to as the neuroscience of safety and connection. Utilizing Polyvagal-informed skills for intercultural work and difficult conversations can be a powerful addition to our cross-cultural skills. These interactional aspects are essential to build stronger relationships with our clients and within our organizations.

Advanced Level: This workshop is only intended for participants who have taken Part I or its equivalent. Participants who have completed a two or three day workshop with me in the past qualify. Please contact me if you feel you qualify for another reason.

Learning Objectives:

- 1 – Describe the four types of Intercultural Conflict Styles (ICS)
- 2 – Explain at least one important principle of indirect communication, and apply to an intake assessment
- 3 – Identify one primary difference between traditional empathy and intercultural empathy
- 4 – Apply the cultural dimensions and a dynamic orientation to intercultural adaptation
- 5 – Be able to differentiate between the three levels of the Polyvagal ladder by Deb Dana
- 6 – Demonstrate at least five strategies to regulate your specific nervous system state
- 7 – Explain why the nervous system is an especially effective access point for change
- 8 – Identify three factors that contribute to the neuroception of safety and how intercultural effectiveness, or lack of, may impact these
- 9 – Discuss how Polyvagal Theory may relate to at least two other intercultural skills or concepts
- 10 – Apply Polyvagal work to decreasing polarization, difficult conversations, and increasing “embodied complexity” (Forster, 2022)