

WHAT EXACTLY IS INTERCULTURAL COMPETENCE?

Main Points:

- Diversity is a fact of life. Inclusion is a behavioral choice.
- True tolerance is not about “tolerating” the other. It is about our ability to tolerate our own discomfort long enough to engage with others effectively across differences.
- “We cannot not communicate” (Paul Watzlawik)
- Being interculturally competent in serving diverse clients and working with diverse colleagues is a must for any EAP professional. IC requires a 3H approach – head (mindset), heart (attitude), and hands (skills).
- Intercultural Effectiveness Scale developed by Kozai Group allowed us to take personal and group “snapshots” to identify competencies that we have to leverage and the ones that we need to develop further or compensate for.
- Competencies measured by IES - Continuous Learning (Self-Awareness + Exploration); Interpersonal Engagement (World Orientation + Relationship Development); and Hardiness (Positive Regard + Emotional Resilience) very clearly correspond with competencies identified by NASW for its members.

Presenter:



Tatyana Fertelmeyster is a founder and principal of Connecting Differences, LLC. She works with teams and their leaders to build vibrant and creative team cultures where value of diversity is appreciated and diversity of values is understood and leveraged to increase productivity, effectiveness, and quality of engagement. Some of her clients and colleagues refer to Tatyana as Chief Clarity Officer. Tatyana is a faculty member at the Summer, Winter, and Qatar Institutes for Intercultural Communication. She is a past president and the advisory board member of the Society for

Intercultural Education, Training, and Research (SIETAR-USA) and a member of the Diversity Committees of NIEAPA and Chicago SHRM.

Reasons to connect:

If you work for or with an organization that in your opinion can do a better job of

- Building and sustaining effective diverse teams
- Developing and retaining diverse/global leaders
- Creating a truly inclusive culture where misunderstandings don't turn into missed understandings

If you think that you can use a Chief Clarity Officer on your team – let's definitely connect

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Connecting Differences, LLC

Strategic Consulting

Interactive Experiential Trainings

Cutting Edge Training Tools and Methods

Process/Meetings Facilitation

Individual and Team Coaching

Assessments:

- IDI – Intercultural Development Inventory
- GCI – Global Competency Inventory
- IES – Intercultural Effectiveness Scale
- BrainStates Management
- Trialogue (Teams)
- Intercultural Conflict Styles Inventory
- Learning Styles Inventory