Course: Professional Skills 7: Intercultural facilitation — credits: 5

Course code	ICVB25ICF
Name	Professional Skills 7: Intercultural facilitation
Study year	2026-2027
ECTS credits	5
Language	English
Coordinator	I. Heegen
Modes of delivery	Practical / Training
Assessments	Intercultural Facilitation - Other assessment Sensitive Intercultural Advice - Other assessment

Learning outcomes

Competences	Programme learning outcomes (PLO) at level 2	Test for which the PLO applies
1. **Context & strategy**	**1. Analyse** real-world scenarios of intercultural challenges within an organization and propose appropriate facilitation strategies to address them	Workshop design Facilitation Practice Design
1. **Target group & behaviour**	The student understands how the Intercultural Development Inventory reflects on their personal level of intercultural sensitivity and translates it in actionable steps in their Individual Development Plan.	
4. Analyse the needs, wishes and intercultural factors of multiple stakeholders, and translate them into simple professional products (facilitation interventions and workshops)		Workshop design Facilitation Practice Design
1. **Concept & creation**	The student recognizes different cultural basic assumptions and values in various intercultural incidents and applies theoretical concepts in the advice (Cultural Detective, DMIS, TOPOI, Diavers, Oppression and Privilege).	
6. Design a short interactive workshop to communicate and facilitate organizational change		Workshop design Facilitation Practice Design
8. **Create** relevant content that addresses the specific cultural and contextual needs of the target audience, to develop an implementable workshop		Workshop design Facilitation Practice Design
1. **Persuasion & commitment**	The student adapts their communication style to communicate both effectively and appropriately in a variety of intercultural interactions and contexts.	
10. **Advise** the organization on how to use facilitative methods to achieve its goals,		Workshop design Facilitation Practice Design

Content

In this skills class, students focus on applying facilitative methods essential for communication professionals working in organizations undergoing change. They learn to design and implement workshops in multicultural settings, using a variety of facilitation techniques and tools to effectively engage diverse groups. The class also emphasizes giving interculturally sensitive advice and helping clients navigate cultural differences within the context of managing organizational change.
This hands-on class complements lectures and seminars on intercultural communication and facilitation, allowing students to refine their ability to manage and facilitate productive discussions in diverse environments

taking into account the organization's specific objectives	
11. **Communicate** in a clear, target group-oriented, professional, and concise manner—both orally and in writing—to effectively engage the audience and foster commitment during the workshop	Workshop implementation Master Dentistry workshop

Included in programme(s)

International Communication
Int. Comm. Exchange Minor Organisations and Change Comm.

School(s)

Entrepreneurship, Communication & Marketing

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