

Pre-conference Workshop:

**Intercultural training that works: designing with the Developmental Model of Intercultural Sensitivity (DMIS) in mind**

Many of us have learned about the DMIS, but how much do we actually draw on the powerful potential of this foundational intercultural theory in designing and facilitating training, coaching individuals, and managing the intercultural development of the clients and teams with which we work?

In this one-day program you will learn how to apply understanding of the DMIS in practical, pragmatic ways to create significant and sustainable results in intercultural learning.

Designed for trainers, managers, consultants, coaches and facilitators who work with individuals and teams in multicultural settings, this workshop is also an excellent support for Qualified Administrators of the Intercultural Development Inventory (IDI). Workshop objectives include:

- Review the Developmental Model of Intercultural Sensitivity (DMIS) and understand its significance for supporting organizations whose goal is to increase intercultural effectiveness.
- Understand the challenges and supports that best serve individuals and groups wherever they are in their intercultural development.
- Experience, explore, design, develop, evaluate, and revise different types of training games, activities and simulations based on how they address learners' needs at the various stages of intercultural development.
- Consider how to sequence activities to support intercultural development and craft effective, ethical and engaging learning events.
- Use a seven-stage debriefing model for reflecting on intercultural experiences and sharing insights derived from them.
- Learn how to respond helpfully and confidently to the challenging questions or comments participants pose that reveal their DMIS orientation.

Come spend an engaging and interactive day developing new competence, ease and effectiveness!

**Workshop Facilitator:**  
**Heather Robinson, MA**

Heather Robinson fosters success across borders. As an organization consultant she balances the right amount of elegance, fun and rigor in optimizing productivity in multinational corporate teams and developing business leaders to enhance their global success.

The child of a Swiss mother and an American father, she has lived in India, Turkey, Switzerland, Germany, South Africa, England, Greece, Israel and Pakistan. She currently resides in the US, traveling extensively to serve clients across the globe.

Her clients include Microsoft, Nokia, Pepsico, Boeing, Daimler, SIEMENS, Robert Bosch, Bristol-Myers Squibb, Novartis, Deutsche Telekom, and Abbott. For four years she served as dean for the Strategic Edge, an executive development program for the major European aerospace companies, including EADS, BAE Systems, Alenia-Aerospazio, Stork/Fokker and SAAB Aerospace. She is currently part of the team rolling out the Cisco Advanced Management Series in the US, Europe and Asia.

Heather has taught at the Summer Institute for Intercultural Communication in Portland, Oregon, the Georgetown/ESADE Global Executive MBA program and the University of Washington International MBA program. She is a recognized Personal Leadership facilitator, a qualified Intercultural Development Inventory (IDI) administrator and certified Integral Coach.

Heather has published numerous articles and her work is featured in several books. She is the co-author of *Cultural Detective: Switzerland* and *Cultural Detective: Blended Culture* and is a facilitator of *Cultural Detective* certification workshops. She has served on the governing council of the Society for Intercultural Education, Training and Research (SIETAR), twice as president of SIETAR USA and was one of the co-founders of SIETAR India. In 2007 Heather received the SIETAR Europa "Dedication to and Embodiment of Intercultural Principles Award".

## Details

### Location: Madras Boat Club

Raja Annamalaipuram

2, 3rd Avenue, Boat Club Road, Chennai, Tamil Nadu 600028

Timings: 9:00am to 5:00pm

## Registration

Cost for SIETAR members:           **INR 2,250/-**

Cost for non SIETAR members:       **INR 3,750/-**

Registrants within India

Post or scan your completed conference registration form to:

### SIETAR India

c/o C2C Consulting & Training Pvt. Ltd.

"Noronha Mansion" No.91 (Old No. 31)

2nd Floor, Richmond Road

Shoolay Circle Bangalore - 560 025

Registrants outside India

Please send a scanned copy of your registration to [sietarindia@gmail.com](mailto:sietarindia@gmail.com)

### Please indicate method of payment:

Check (Please make check payable to SIETAR India)

Wire Transfer (outside India you MUST wire transfer to the account listed below)

**Bank Name:** Hong Kong & Shanghai Banking Corporation (HSBC)

**Account Number:** 071-259170-001

**Swift Code:** HSBCINBB

**Account Holder:** SIETAR INDIA **Branch:** No 7. MG Road Bangalore

## Questions?

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