
Early Career Researcher Support Programme

Transferable Skills Course

Intercultural Competence at Work

Is international experience all it takes to work successfully across cultures?

Susanne Dranaz

<https://naturalscience.careers/>

14 October 2020

Objectives

Working and researching across cultures remotely or in person, although it has become the new normal for many young scientists and business professionals, has its pitfalls and challenges. Diverse teams can work together more efficiently and trustfully if they understand both their commonalities and their differences: their ways to communicate with one another, to take their decisions or to schedule their projects.

This course is not about putting people into boxes along the cultures they come from or live in. It is about understanding the many ways in which cultures (of countries, professions, organisations, regions, generations, ...) shape our ways to feel and think, evaluate and act, while we continue to be individuals with our unique preferences. Compare your experiences to those of your fellow participants and cultural research results, and discuss best practice and solutions for tricky situations.

Topics which will be covered include

- Cultures as orientation systems
- Communication strategies across cultures
- Feedback styles
- Egalitarian vs hierarchical leadership
- Relationship vs task oriented cultures
- Time scheduling strategies in different societies
- Working successfully across cultures and distance
- Case studies.

Format

The course will be given online via Zoom. Participants need a laptop or desktop computer incl. video conferencing tools (webcam, speaker/headphone) and a good internet connection. Access to the online learning platform will be provided before the start of the course. **Participants are expected to turn on their cameras for the full duration of the course.** Please sign up only, if you agree to show yourself to the others.

Early Career Researcher Support Programme

Schedule

09.00 – 17.00 with breaks in between

Registration

To register for this course, please visit the course web page:
<https://www.marum.de/en/education-career/2020-10-14.html>

Please note that your registration will be binding.

The registration deadline for this course is **6 October 2020**.

Any enquiries regarding the course should be addressed to early-career@marum.de.

The trainer

see next page

Early Career Researcher Support Programme

Susanne Dranaz

Dipl.-Math.

Specialisations

Intercultural communication, conflict management, leading intercultural and virtual teams.

Industrial experience

Automotive (BMW, Hyundai. IT project and quality management, training)

Pharma (Bio-Rad, Daiichi Sankyo et al. Leadership and conflict management training, intercultural training)

IT (Capgemini et al. Project management, leadership and softskills training)

Optical (Carl Zeiss Vision Care. Global Train the Trainer Programme)

Telecommunications (Vodafone, BT. Intercultural & conflict management training, mediation)

Engineering (Klueber Lubrication. Intercultural & communication training)



Professional training

Certified NLP Trainer (DVNLP, INLPTA)

Certified Mediator (BMWA)

Intercultural Trainer (DGIKT)

Certified in AgilePM (Foundations, Agile Consortium)

Certified coach ("Supervisor", DGSv)

Vita

Susanne is German and Turkish. Born and raised in Munich, Germany, she studied German and English Language, History, Mathematics and Computer Science. During her studies she lead several development projects in Central America carried out by volunteer university students.

After writing her diploma thesis in Oviedo, Spain, with the help of a scholarship granted by the German Academic Exchange Service (DAAD) she returned to Munich, graduated in Maths and joined an IT company, where she lead software development projects for several industries in Germany and the UK.

Her experiences with differences in both company and national cultures increased her interest in peopleware. She became a softskills trainer, a moderator, mediator, and coach. For the last 20 years she has been helping companies and teams, university students and leaders to refine their communication and conflict resolution skills, to reflect on their own cultural imprints and attitudes and to work successfully across differences and distance.

What is more

Susanne has been an instructor in intercultural and global Train the Trainer programmes for more than 10 years. She carries out projects in English, German, and Spanish.