



Building Dialogues on Diversity

SIETAR Europa Congress 2019

in partnership with:



in cooperation with:

IACCM
INTERNATIONAL ASSOCIATION OF
CROSS-CULTURAL COMPETENCE
AND MANAGEMENT



TRACK 3

in Leuven, Belgium

from the 27th of May to the 2nd of June 2019

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TRACK 3 | Migration – Building strength out of opportunities and challenges

Thursday, 30th of May 2019

Engaging in Dialogue in a Global Polarized Environment

Dixon, Elmer James

Workshop - Room 4 | 10.00-11.30

Abstract: The challenges created by human movement and relocation in the 21st century, either by choice or in response to human-made or natural disasters, has ignited a trend where many people and, in fact, nations have taken defensive lines and discourse to protect their national and cultural identities.

Yet this is a trend that has been building for years. In July of 2011, a gunman described as a right-wing Christian extremist with a hatred of Muslims and ties to right-wing Neo-Nazis opened fire at an island youth camp in Norway targeting Muslim youth and, more recently, the slaughter of Jews at a synagogue in Pittsburgh Pennsylvania in the U.S. While in the U.S. cries of “invasion” prompted by the rhetoric of a race-baiting president, effect the sensibility of an infected populace. The growing need for dialogue across the political divide is critical, now more than ever, in a polarized global environment.

In this interactive workshop, participants will first learn a dialogue tool for having critical conversations before exploring the mindset and philosophy of this new breed of smooth-talking far-right activist or Identitarians and the European far-right who argue for the preservation of a white or European identity. During this interactive discussion, participants will break into small groups to share stories and explore opportunities and strategies for bridging the gaps between polarized groups. They will also be asked to identify training approaches and strategies specifying the most critical issues of identity xenophobia and how to address them in the classroom. In the report out each team will be asked to share their groups ideas along with their own experiences facing these critical issues in the classroom and how interculturalist can more effectively create dialogue.

The overall goal of the session is to encourage intercultural trainers to engage in critical conversations such as right-wing isolationist philosophy and lessen the impact of polarizing opinions and beliefs.

About Elmer Dixon: Elmer is an activist involved in social change since the “Black Power Movement” of the 1960’s growing up with his family in Seattle’s Central District, a melting pot neighborhood. It was there he and his sib-

lings learned to judge a person by their character not by the color of their skin. After meeting Bobby Seale, in 1968, he co-founded the Seattle Black Panther Party where he helped organize Police Alert Patrols to monitor and halt police abuse along with the Children’s Free Breakfast Program, Free Medical Clinics and Food Programs.

As Director of a Girls and Boys club, he continued to work in disenfranchised communities to deliver better services. He served as EEO Officer for Seattle Parks and the Mayor’s Cabinet before joining Executive Diversity Services. Continuing his passion for social justice, Elmer has worked in the field of Human Rights, Multiculturalism and Inclusion for the past 35 years and now serves as President of Executive Diversity Services.

What are you?

You sound French but you don’t look it!

Malidor Coleman, Patricia; Deneuille, Yuko

Panel - Room 3 | 10.00-11.30

Abstract: It is inevitable that every person who is biracial or multicultural will be asked by a stranger, colleague, or friend, THE QUESTION: “What are you?”

On the surface, this is a simple question, but the reality is that this is question holds a much deeper meaning for those who have to answer it. This question is rooted in conflicting social constructs on race and identity so there is no wrong or right answer. Identity development for biracial or multicultural children and adults is a complex journey with unknown and diverse destinations.

In this unique storytelling performance, two women of French roots will explore mixed race or biracial identity development from multiple perspectives. Their stories represent diverse generational and cultural perspectives on the process of biracial identity development, yet share common themes in their struggle to identify and unify their multiple cultural streams.

Participants will gain a better understanding of the complexity of biracial and multicultural identity development and its intersections with our work as interculturalists. Our storytellers will use a combination of storytelling and critical dialogue to tap into the experiences and knowledge of the participants.

Patricia Malidor Coleman has a rich multicultural and ra-

cial background which often raises eyebrows due to stereotypes as she navigates work and life between Europe and the Americas.

Yuko Deneuve looks Japanese and sounds French and has faced similar stereotypes while living in Japan, China, France and the USA with her French Vietnamese husband and two TCK multicultural daughters.

About Patricia Malidor Coleman: Patricia is a French American coach, trainer and international speaker specializing in Cross-Cultural consulting and Diversity & Inclusion training focusing in empowering women to leverage their differences as she has due to her French American, multicultural, bi-racial and international experience profile. She is Cultural Detective author as well as the author and lead facilitator of the seminars series: “From Wonder Woman to I wonder women: The journey of a global woman”, “Faces of Women around the world”, “What are you?: A tale of multicultural identities”, “Successful communication across cultures with just a smile”. “Doing business in the Caribbean is no vacation”. A former President of SIETAR USA, SIETAR Florida, she attended as well as presented in past SIETAR conferences in Europe, the U.S.A and Latin America.

About Yuko Deneuve: Yuko Deneuve is a Life Transition Coach, Intercultural Trainer and Speaker. She helps individuals and corporations adapt to intercultural environments and go through their personal life's transitions smoothly. Half French and Japanese, she experienced several expatriations from France, to Japan, to the UK, to China, and now the USA. She is wife and mother in a multicultural family. Yuko is the current SIETAR Florida Chair and has presented at the past SIETAR USA conference in 2017.

Dealing with differences: Trialogue effects

de Waal, Monika Franciska; Ekelund, Bjørn; Douglas, Grant & Lutz, Natalie

Workshop - Room 3 | 12.00-13.30

Abstract: Leaders of global organizations are more and more looking for a way to broaden the understanding for dealing with differences within their organizations as well as in their interaction with their global clients. Influenced by economic factors as well as a higher tendency towards emphasizing national strengths instead of international cooperation, building trust and acceptance becomes more and more important to leaders that work across borders.

A tool that facilitates this process is named Diversity Icebreaker® and in exceptional situations Trialogue®.

In initiatives in organizations that look for tools for dealing with differences in for example the Netherlands, Norway, France, and the United States, all of the facilitators of this workshop, have used Diversity Icebreaker®/Trialogue® as a tool. As seasoned practitioners, we bundle our experiences for this workshop and want to give the participants a taste of the Diversity Icebreaker®/Trialogue® effects.

Questions that form the flow in the workshop after introductions, deal with:

- How do our international clients experience Diversity Icebreaker®/Trialogue® as a tool to deal with differences?
- How is the Diversity Icebreaker®/Trialogue® process working out differently in different intercultural contexts?
- How does this tool solve to deal with the hesitation that our European clients have to use the terms Diversity and Inclusion, wanting to avoid the USofA emphasis within this theme?
- What are the steps after having done a Diversity Icebreaker®/Trialogue® session for teams?

Intended structure of the workshop at the moment:

- 5 min. Introductions of the four facilitators.
- 10 min. Short summary of the Diversity Icebreaker®/Trialogue® process.
- 30 min. Presenting experiences of the different clients in Norway, France, Netherlands, USofA, Croatia, Spain, and others.
- 15 min. Discussion in syndicates with input from the participants.
- 10 min. Input for the analysis of different intercultural contexts.
- 15 min. Follow up for teams and further discussion.

About: More and more leaders are looking for ways to deal with differences within their global organizations as well as with their clients. Because of economic factors as well as a general tendency towards emphasizing national strengths instead of international cooperation, building trust and acceptance is essential more than ever for leaders working across borders.

As seasoned practitioners, we will share our experiences using Trialogue with a variety of clients, for example co-

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operation of artists, a chemical plant, a university, a multinational in thermo technology tools, and others. We will present overviews, results and impact.

Working in the Netherlands, Norway, France and the United States, all of the facilitators of this workshop will share insights and give participants a taste of the Trialogue effects. To experience Trialogue a pre/post conference workshop has been offered.

Integration yes... but not in my neighborhood!

Schmidt, Patrick LeMont

Ted Style Talk - Room 4 | 12.00-12.30

Abstract: Globalization along with massive migration has generated a dilemma that many of us face today: how do we reconcile our desire to preserve cultural identity and material well-being while, at the same time, demonstrating human solidarity and empathy for the impoverished.

When numerical balance appears to pose a threat to the in-group, empathy towards the out-group takes a back seat to one's identity. This can have far-reaching consequences for integration policies. The premise of this talk is simple: integration is a function of group size.

This session will review neuro research on how the brain responds to in- and out-groups and how these responses can be a function not just of group size, but also of the cultural/societal context. One study compared in-group/out-group bias in Korea, a more collectivist society, and the United States, a more individualistic society, and found that more interdependent societies may foster a greater sense of in-group favoritism in the brain. A possible explanation of why some countries have closed their borders to migrants, and others have kept them open. The ideas and insights presented are meant to challenge us on how open we really are for true social evolution

About Patrick Schmidt: Patrick was raised in Los Angeles and holds degrees in Psychology (California State University) and French Literature (l'Université de Strasbourg). He began his professional career in Germany, developing a detailed understanding of international business strategy formulation, cross-cultural transfer of management methods and multinational team cooperation.

He's also written extensively in both the business and intercultural fields; published books include *Understanding American and German Business Cultures* (available in Ger-

man as *Die amerikanische und deutsche Wirtschaftskultur im Vergleich*), *In Search of Intercultural Understanding and Dancing to a Different Tune*.

He's an active member of SIETAR Europa, and was a member of the Board and served as President. He is currently the editor-in-chief of the SIETAR-Europa Journal.

The May 17th in Norway: is it an intercultural celebration?

Craide, Aline

Ted Style Talk - Room 4 | 12.30-13.00

Abstract: National festivities belong to the culture of many countries and in Norway, May 17th (The Norwegian Constitution Day) represents an important cultural event of this country. Full of rituals and meanings, it requires a committee, which is responsible for promoting and organizing the occasion. This year, however, the choice of the deputy mayor of Oslo, Kamzy Gunaratnam, to lead the city's committee of May 17th led to a polemic debate in the country, as Kamzy, a Norwegian citizen and important political representative in the country, was born in Sri Lanka. Some people considered an ethnic Norwegian could be better suited to this job, putting into debate the cultural diversity challenges in Norway, where immigrants represent 14.1% of the population.

This led us to question the role of immigrants in the festival of May 17th in Norway. Moreover, what do the Norwegians think about the foreigners' integration in their main national celebration? With the purpose of investigating and analyzing the intercultural process in this Norwegian celebration and how does it happen, was developed a research in Farsund, a relevant city located in the south of Norway, which has 8.495 inhabitants, from which 11% are immigrants from 55 different countries. It is believed this study can contribute to the reflection of the importance of the cultural integration at intercultural level, from the analyzes of the immigrants' participation in the May 17th celebration.

About Aline Craide: Aline is an intercultural management and human resources consultant with extensive experience lecturing in undergraduate and postgraduate courses.

She has a PhD in Work Mobility and Intercultural Management from Federal University of Bahia (Brazil) and Master

degree in Business Administration from Federal University of Rio Grande do Sul (Brazil). She has extensive publications in books and journals which includes “I came from there (but no one warned me!): reflections on people management policies that target intranational interculturality” (2011), “Global Mobility: a first thought” (2015), “Expatriation Process” (2015).

She was a team member of the Global Talent Week, an important event about professional mobility in Norway and her professional and research interests include intercultural management, work mobility and human resources management.

Role of business leader's competencies in shaping successful intercultural entrepreneurial strategies on the Italian-Slovenian border.

Buko, Svetlana

Ted Style Talk - Room 4 | 13.00-13.30

Abstract: The goal of the project was to identify key perceived required competencies for leaders of businesses on the Italian-Slovenian border. Researcher focused on the small businesses (SMEs) as independent economic actors striving to make profits, and on examples of innovative entrepreneurial solutions of business owners-leaders.

Generally, border regions have specific characteristics of socio-economic conditions linked to the peculiarities of economic continuities and unique set up with quality and flow of human capital. This project is focused specifically on the two hundred kilometers of relatively new Italian-Slovenian border. Historically, this is a unique area in the heart of Europe, since it is a former frontier line of western capitalistic democracies and socialist word, often referred to the southern part of the “iron curtain” with tangled uneasy historical heritage stories and truths of Italian-Yugoslavian border in the past, yet single EU space since 2004.

Individual interviews were conducted with Italian and Slovenian business leaders in order to elicit needed competencies required in cross-border settings, and register current perceptions of business owners about a) keys to border business success, and b) red-flags related to the daily intercultural cross-border encounters linked to the historically contested memories of the past.

Different types of cooperation formats are analyzed, including customer relations, supplier relations, and HRM strategies for qualified human resources in the border settings, all these are linked to the key competencies of the leaders. Practical recommendations of the respondents help determine which competencies impact business success. Research findings contribute to the existing cross-border business literature by demonstrating cases of successful management of to suppliers, customers, and staff. Competency list gives a new dimension to business leadership in this part of the EU.

About Svetlana Buko: Experienced manager, sociologist, and doctoral-level researcher. Born in St. Petersburg (Russia), lived and worked in 6 countries.

Dr. Buko holds a Liberal Arts degree from St. Petersburg University Social Sciences (Russia, 2002), and a Ph.D. from the National Academy of Sciences (Ukraine, 2008). Her doctoral research was based on the 5 years of practical intercultural management in US-Ukraine international development organizations: Citizens Development Corps (CDC), American Councils (ACCELS), International Research and Exchanges Board (IREX), and the United Nations (UNDP). Her postdoctoral work was conducted with Vienna ERSTE Foundation “IT outsourcing and employment patterns” (Austria, 2012). Dr. Buko is a frequent guest lecture/visiting professor in Austria (2013-2014-2018), USA (2013,2016), and Slovenia (2018).

Scope:

1. International project management and HRM experience: 15 years
2. Cross-cultural trainings/seminars facilitation since 1998.
3. Extensive empirical research expertise: presented in 10 countries, published in peer reviewed journals.
4. Currently based in Gorizia (IT) – Nova Gorica (Slovenia)

Exploring Best Practices in Migrant Integration

Campbell Comolet, Patricia Sue & Ganz-Koechlin, Sibylle

Panel - Room 4 | 14.30-16.00

Abstract: Join us for a combined presentation and roundtable event looking at several approaches currently in use to foster effective migrant integration. We will share four examples from industry, municipalities, associations, and individual efforts.

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With a framework built on pertinent research, articles and blog posts we will highlight our panelists' efforts in handling the migrant situation in Europe. Through a moderated interview they will be sharing their experience, learnings and insights, with the intention of inspiring and modelling possible options to deal with migrant integration.

Each panelist is involved in a specific action dealing with migrant populations as they build new lives in their host countries. Our speakers will be sharing the story of their projects' creation, development and the current strengths of their approaches.

Our objective is to inform and inspire through dialogue between the panelists and the audience with a deep dive into these diverse approaches. We will highlight best practices and answer questions from our listeners. Building connections between panelists and participants will facilitate spreading the constructive elements these projects have demonstrated fulfilling one of the major purposes of the SIETAR EUROPA Congress.

Co-presenters: Patricia Comolet, Sibylle Ganz-Koechlin, Bruna Toubia, Papa Balla Ndong.

Guest Speakers: Jeanette Renk-Mulder, Commissioner for Refugees Bad Rappenau, and a representative from BXL-Refugees in Brussels.

--- Storylistening: An Equalizer in the Age of Polarisation

McLoud-Schingen, Kelli

Workshop - Room 3 | 14.30-16.00

Abstract: Globally, we are becoming more and more polarized. We have the ability to work, play, love, communicate with (in personal and electronically) with people who share our values, political ideology, worldview and as a result, we become more entrenched in our segregated, if not isolated communities. Over the last several years, we have seen more workshops and businesses focusing on the Power of Storytelling and this has been a positive shift in the way we approach intercultural learning, but we have inadvertently left out the skill of Storylistening and how it is equally as powerful for intercultural understanding and especially powerful in an age of polarisation. The space to tell one's authentic story, without judgement, is critical to cross cultural understanding and while telling the story is healing to the teller, it is transformational for the listener.

This simple process invites sharing of their truths and sacred stories, fostering a deeper relationship between the teller and listener. They are a deep and profound gift from the teller to the listener. When one's story is dismissed or invalidated, it cuts off the invisible connection that one shares with another human being. It wounds the soul of the teller and the listener. Join us for an engaging and interactive session that will explore the power of storytelling and storylistening and begin developing the skills necessary to begin to heal the trend of global polarity and foster change within ourselves, our clients, our world.

This workshop will be especially helpful for those who work with students, refugees, marginalized groups, and polarized organizations.

About Kelli McLoud-Schingen: Kelli is a Global Diversity and Inclusion Specialist with over 20 years' experience in the Domestic Diversity and Intercultural Fields. Kelli specializes in global and domestic diversity, dramatic presentations, cross-cultural communication, conflict resolution/mediation and inclusive leadership. She has facilitated workshops for educational, non-profit, government and corporate institutions in the USA and globally since 1989. Kelli is co-author of the Cultural Detective: African American, a certified professional mediator and an administrator for the Intercultural Development Inventory (IDI). She holds a B.A. in Communication and a M.A. in Cross-Cultural Studies. She is an accomplished actor and director and recently founded the World Stage Theatre Company. Kelli is a Past-President for SIETAR USA currently serves on the Advisory Board.

--- Intercultural Competence for Health Care Professionals

Nunez Mahdi, Raya Isara; Nunez, Carlos;
Obihara, Charlie; Maarse, Doran & Hagenbeek, Edwin

Workshop - Room 3 | 16.30-18.00

Abstract: Over 50% of patients today are from culturally diverse backgrounds. In the Netherlands, nurses receive some intercultural communication training during their studies, but most general practitioners and medical specialists do not. Lack of intercultural skills can lead to stress and unnecessary obstacles in providing optimal health care to all patients.

This workshop is aimed at training doctors and nurses in

intercultural competence, and to use the cultural diversity among their patients and colleagues as a source of innovation and professional growth!

We will introduce our textbook, “Interculturele communicatie in de zorg” (Intercultural Communication for Health Care Professionals), published by Royal Van Gorcum, Assen. http://webwinkel.vangorcum.nl/NL_toonBoek.asp?Pub-ID=5188-0

It's available in Dutch from 15 April 2019; the English translation is expected in 2020.

Meet the trainers and authors of ‘Interculturele Communicatie in de zorg’:

- Charlie Obihara, Nigerian/Dutch, paediatrician.
- Edwin Hagenbeek, Dutch, nurse, and lecturer at the School of Nursing
- Carlos Nunez, Colombian/Dutch, Urban Planner, trainer in intercultural competence
- Raya Nunez Mahdi, Indonesian, Anthropologist, trainer in intercultural competence
- Dorian Maarse, Dutch, teamcoach and trainer in intercultural competence

Learning Objectives: By the end of the workshop, participants can use their training expertise in the context of health care.

Contents:

- Introduction to the textbook
- Practical cases in health care settings

About:

Charlie Obihara, Paediatrician at Elisabeth-Twee Steden Hospital Tilburg and trainer of residents of Sophia Children's Hospital/Erasmus Medical Centre Rotterdam, the Netherlands.

Edwin Hagenbeek, Medical Anthropologist, nurse, and lecturer at the School of Nursing at Utrecht University of Applied Sciences, the Netherlands.

Carlos Nunez, Urban Planner and Raya Nunez-Mahdi, Cultural Anthropologist, both trainers in intercultural competence and authors of the textbook ‘Intercultural Sensitivity’

Dorian Maarse, trainer and coach on intercultural communication at Utrecht University of the Arts, Utrecht, and

team-coach of ‘Maarse & Mensen, Team Coaching & Training, Goirle, the Netherlands.

The role of the public media in a diverse society

Dorjbayar, Amra; Krtalic, Iva; Soros, Elonka & Elkayouhi, Sakina

Panel - Room 4 | 16.30-18.00

Abstract: With technological development, media play an increasingly important role in society. A very important role, they inform citizens about social events and developments, they influence how people see, feel about, and act upon these.

Over the years, migration has brought society a more diverse population. Just like women, now minorities demand their place. How do public media such as national broadcasters respond to a more diverse society?

Broadcasting organizations have developed diversity policies in recent years. Policies aimed at a more diverse staff that is more representative of the population, and at producing radio and television programs that take into account a diverse society. What do these policies look like, what is their background, which instruments are used? Are they effective? What are examples? And what about efforts to counter unconscious bias?

Migration together with globalization has also brought tension and debate, today also deteriorating into polarization. Populist parties have stirred up emotions, extreme parties are popping up. In addition to the role that the new social media played in this, public media including broadcasters are also accused of contributing to polarization. How far is this true? And how should they respond to depolarize and promote connectivity. What should their strategies be?

Can we have hope for the future? Or will a polarized environment hinder us from being successful in striving for a more diverse and inclusive society? Are there ways in which public media, journalists and program makers can contribute to the emergence of social dialogues that lead to more mutual understanding and concrete solutions to urgent social problems?

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Panelists:

Amra Dorjbayar is a young Belgian journalist. He works for the VRT, the Flemish broadcasting organization. In his work, he mostly focusses on new media, extremism, diversity and inclusion. He is also a member of the diversity team within the VRT newsroom.

Iva Krtašić is Commissioner for Integration and Intercultural Diversity of the WDR, the Westdeutscher Rundfunk. She has shaped its strategy in the field of intercultural opening and represents it in the broadcaster and external networks. These include projects and measures such as monitoring and support of program offerings, media reception studies, and education programs strengthening intercultural competences in the media. Iva did a PhD on identity and cultural differences in media discourses.

Elonka Soros is a former BBC journalist and a Diversity Consultant for the arts and creative industries. She has worked with several national broadcasters across Europe to advise them on their diversity strategy and use of unconscious bias tools at their working places. She has over twenty years of experience working at the BBC. Attached to the Office of the BBC Director General, she oversaw the implementation of a Diversity Action Plan. She is a PhD Researcher at London Southbank University.

Moderator:

Sakina Elkayouhi is a young Dutch-Moroccan journalist and communication scientist. In recent years she has lived and worked in Belgium (VUB, StampMedia, VRT, Gazet van Antwerpen). Currently she works in the Netherlands at the program De Nieuwe Maan (The New Moon), a weekly talk show of the public broadcaster NTR, reflecting on the developments within the diverse Dutch society. She publishes on young people, social imaging, YouTube, diversity, new media and (popular) culture.

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Diversity & Inclusion Special Session

Special Event - Room 8 | 10.00-13.30

The idea of the Special Event on Diversity & Inclusion emerged from the current needs of organisations worldwide and expressed interest within the SIETAR network. It is self evident that having diversity is an important foundation of business but that is not enough. Leveraging diversity and optimising its benefits requires effective and appropriate management. Inclusion is value principle of the effective management of diversity. We invite you to our interactive and collaborative session with following agenda.

- Connecting Across Differences - diversophy® express (D&I) by Anna Zelno
- Input on current research about Diversity & Inclusion by Dr. Barbara Covarrubias Venegas
- Business Case of D&I with reflection in small groups by Dr. Livingstone Thompson
- Presentation of LGBTQ Special Interest Group by Dr. Thomas Greenway & Dr. Joel A. Brown
- Interactive Talk on Unconscious Bias as barrier for Inclusion by Robert Gibson
- D&I Labs

Hosts:

Anna Zelno is a specialist in inclusive leadership development, with a focus on multinational companies and public institutions. She supports organisations in designing and implementing Diversity & Inclusion strategies globally.

Anna is co-founder and honorary member of SIETAR Polska and currently is the President of SIETAR España and board member of SIETAR Europa.

Dr. Barbara Covarrubias Venegas' research and training focus includes Cross Cultural Management, New Ways of Working, Flexible Organizations, Organizational Culture and Digital Leadership. She is currently Secretary General of the IACCM International Association of Cross-Cultural Competence and Management.

Barbara was president of SIETAR Austria, as well as communications director and board member of SIETAR Europa.

Dr. Livingstone Thompson is an experienced intercultural trainer with specialisms in various fields, including diversity and inclusion, racism and interfaith relations. He brings a wealth of knowledge and skills in intercultural communication and dialogue, diversity management and conflict resolution.

Livingstone has served as board member and President of SIETAR Europe.

From 2000 – 2018 **Robert Gibson** was responsible for Intercultural Business Competence at Siemens AG where he was involved in developing and delivering a major global initiative on Unconscious Bias for over 375,000 employees. As a freelance trainer he is currently running a series of inclusion workshops for international pharmaceutical company.

Robert is a former Vice President of SIETAR Europa and a founding member of SIETAR Deutschland.

Best of both worlds: cultural factors in the employability of African migrants in Europe

Kearns, Joseph & Baaijens-Heetvelt, Inge

Workshop - Room 3 | 10.00-11.30

Abstract: A 2018 study in Ireland indicated that migrants from Sub-Saharan African countries were less likely to be in employment than those from other migrant groups. This mirrors the experience in other European countries.

This workshop looks at the cultural factors involved.

We will make clear that new talents and skills of migrant communities can be a net benefit to the receiving society. We will explore what interventions could be made with both migrants and local employers with a view to making the migrant more likely to be hired and the employer more understanding of the role cultural difference plays in the hiring process.

The workshop will comprise of:

- an experiential learning exercise allowing participants to explore their own experience; this will create a participant-lead framework creation to make parts two and three of the workshop more valuable.
- a presentation of the present findings on research we propose to carry out on the following entities:
 - a. Nigerians in Ireland
 - b. Ethiopians in Netherlands
- an open discussion seeking new and imaginative ideas to reduce the role of cultural misunderstanding as a barrier to employment of Sub-Saharan Africans and to reveal the rich potential African migrants bring to the workforce.

About Joe Kearns: Joe is a former engineer and IT director who has evolved into an intercultural trainer. After 25 years in the high-tech industry, which in turn followed on

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work in Ethiopia as a project engineer, Joe was introduced to the world of SIETAR in 2007 and after attending the Sofia Congress in 2017, and the eclectic membership he met there, Joe became convinced of the central role culture plays in almost all human activity.

In 2008 Joe founded his own company to provide training in Intercultural awareness, Carmine Training. His interests include, among many, the role of culture in business, how culture impacts sport, the rich cultural diversity of Africa, often ignored by the intercultural community, and how cultural and history combine.

Joe has served on the Board of SIETAR Europa, plays a lead role in the Migration Special Interest Group and has presented previous congresses on a number of occasions.

About Inge Baaijens-Heetvelt: Inge is an experienced trainer, consultant and developer specializing in cross cultural communication in international business and entrepreneurship development in developing countries and upcoming economies. She combines 25 years of practical experience as an international trainer and consultant with ten years' living and working overseas at long and short-term contracts.

During her childhood she lived in Surinam for six years. That's when her interest for cultures and multicultural societies was aroused. After obtaining her MSc degree in cultural anthropology and her BSc degree in international marketing, she worked in Zambia for three years as a business advisor and trainer for young entrepreneurs.

From 2000 – 2008, she became an international consultant and trainer for SME development in developing countries, mainly in Africa. In this function, she conducted on a short-term basis many training opportunities for local SME service rendering organizations and education institutes. In 2008 she obtained a BSc degree in Spanish. Since 2008, Inge runs her own training & consultancy company, Español Global.

**Refugee Cultural Adjustment:
How does “happily ever after” look like?**
Fertelmeyster, Tatyana

Workshop - Room 3 | 12.00-13.30

Abstract: There are more refugees, stateless, and internally displaced people in the world today than ever before. Governments are in crisis and elections are won or lost all over the place based on one simple question: should we or should we not accept refugees/migrants?

This workshop will focus on what happens next. Participants will engage in exploring the psychological complexity of cultural adjustment of those who won that “lottery” and have been accepted. Combining theory (Acculturation Strategies Model) with experiential empathetic learning this workshop will offer an opportunity for in-depth examination of refugee cultural adjustment on the individual, family, and community levels. Participants working or volunteering with refugees will be encouraged to share their own experiences, achievements, and challenges.

Participants will receive materials and instructions for offering Refugee Acculturation workshops as a part of their own practice. These kinds of workshop are crucial if your goal is to engage people in productive dialogue on a very hot topic of “Should we or should we not accept refugees/migrants?”

About Tatyana Fertelmeyster: Founder and Principal of Connecting Differences, came to the United States in 1989 as a refugee from the Soviet Union. A journalist by training, she went back to school and became a mental health counselor. Tatyana's work experience included refugee resettlement and counseling for individuals, families, and groups before becoming an intercultural and diversity consultant and trainer.

A Licensed Clinical Professional Counselor, Tatyana is an expert in Intercultural Competence, Diversity and Inclusion, and Facilitation for Multicultural Groups.

Tatyana is a faculty member at the Summer, Winter, and Qatar Institutes for Intercultural Communication and a past president of SIETAR-USA.

Tatyana is proud of her unofficial title of a Chief Clarity Officer. Her practice of Spontaneous Facilitation supports Tatyana's ability to engage and sustain engagement through challenging moments and interactions. Tatyana always brings to her very serious work her sense of humor, wit, and a bit of stand-up comedy.

Why do trainers seem uncomfortable with the “R” Word?: Race and Racism in Intercultural Training

Thompson, Livingstone & Qureshi, Adil

Panel - Room 3 | 14.30-16.00

Abstract: Race continues to be a complex and contested issue in the (continental) European context. Although “racism” is recognized as a serious concern, there is little precedence for addressing race and power relations in the bulk of intercultural training endeavors in particular, and in the way that “intercultural” is problematized.

This panel will be an interrogation of the issue of race and racism from different geographic, cultural, and indeed racial locations. Our goal here is to explore conceptual bases from which to then develop actions that can result in personal and organizational change. For some time now “implicit bias” trainings are offered in organizations, however, the results appear to be hopeful only for those positively disposed with a more “progressive” bent.

Such trainings appear to have an inverse impact on those who hold more racist and racialist views. We will explore key challenges to addressing race in intercultural trainings and consultations, with a strong emphasis on current research on race dynamics and racism. The actions, theory and research discussed will provide us with possible next steps to advance the cause of reducing the negative effects of racism.

About Livingstone Thompson: Lecturer, IES Abroad; Arcadia University; Psychologist, Programa de Psiquiatria Transcultural, Hospital Universitari Vall d’Hebron, Barcelona.

I completed my PhD multicultural counseling psychology at the University of Southern California. As an intercultural psychologist I have carried out clinical work research and training concerning the mental health of immigrants. I have been involved in the creation of in-person and online cultural competence training in healthcare for the past 15 years. Currently I am dedicated to problematizing and responding to the complex issues of power and privilege.

About Adil Qureshi: Lecturer, IES Abroad; Arcadia University; Psychologist, Programa de Psiquiatria Transcultural, Hospital Universitari Vall d’Hebron, Barcelona. I completed my PhD multicultural counseling psychology at the University of Southern California. As an intercultural psychologist I have carried out clinical work research and training concerning the mental health of immigrants. I have been involved in the creation of in-person and online cultural competence training in healthcare for the past 15 years. Currently I am dedicated to problematizing and responding to the complex issues of power and privilege.

Mind the Gap: on Reaching out to Refugees through Entrepreneurship Training

Huion, Patricia Stephanie Louisa; Wade, Ross; Prins, Martine; Obadina, Mo; Sayer, Ahmet & Bonansea, Nicoletta

Panel - Room 3 | 16.30-18.00

Abstract: UCLL, LSBU, NWES, CITIZENS UK and Hogeschool Zuyd developed a replicable model of refugee integration through entrepreneurship funded by DG GROW.

Three phases are defined: connection, training and mentorship. Three target audiences were chosen: highly qualified refugees, a mixed age community of migrants and refugees, with a wide range of qualifications, ex-refugees with a (temporary) residence permit willing to start a business.

This presentation discusses ways of engaging with migrants and refugees: directly or indirectly. For the indirect ways, collaboration with existing entrepreneurship courses, entrepreneurship agencies and starter’s centres were set up. Secondly, the trajectory was introduced to a network of intermediaries who are already working for refugees: language classes for refugees, integration agencies, social facilitators, educators who work with international students, diversity specialists from municipalities, local refugee organisations and support groups, the Refugee Council, the Maastricht Refugee Network.

Direct links with refugees were established through listening sessions, social gatherings such as welcome events, breakfast event and having dinner together, storytelling events, design days, a 2D-game, assessment sessions.

The success factors are building up trust, mutual learning, co-creation and engaging refugee-employees who belong to migrant networks.

Municipalities who question FRESH START activities for potential applicants depending on benefits; language issues, pedagogical and intercultural differences, financial and childcare preoccupations proved to be mayor stumbling blocks.

In this paper we link success and failure to the ways of engagement.

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Inclusion of all is a value for all

Al Baghdadi, Adel & Damalkhi, Razan

Ted Style Talk - Room 3 | 10.00-10.30

Abstract: The ted style talk will focus on the importance of advocating the value of diversity & inclusion through open dialogue and the power of conversation. We will address the notion “Talk with us, NOT about us,” to ensure that we (the refugees) are the authors of our narratives. We will discuss ways to raise awareness about the refugee situation in Europe, ways to foster tolerance and deconstruct the misconceptions surrounding refugees by encouraging effective communication between ‘The Newcomers’ and the local communities.

About Adel Albaghdadi: Syrian, living in the Netherlands since 2015, the founder of WE organization, within theses 3 years I worked towards a vibrant, resilient and inclusive society, informed and empowered through dialogue.

Brown Sugar/White Chocolate: The Historical, Legal, & Socio Complexities within Intimate Interracial Relationships.

White Janak, Carmen; Janak, Timothy

Ted Style Talk - Room 3 | 10.30-11.00

Abstract: Each day, as an attorney/educator and a diversity professional, we are confronted by societal attitudes, assumptions, and actions that arise in the context of race and culture. In our over thirty years of togetherness across the racial and cultural spectrum, we have intimately experienced a depth of understanding and misunderstanding. We embraced the curiosity and even fascination as others react to our presence. We embraced the stares, the smirks, and celebrate the smiles. Ours is a marriage that through our very nature, moves us from anonymity to a place in the conscious and unconscious bowl of public awareness.

Just as all other IIC's do, we have faced internal assumptions and challenges. When our internalized struggles presented themselves, we choose to move toward adaptation and inclusivity of difference without the sacrifice of our individual identities. We have embraced the uniqueness of our chosen partner and acknowledge the stereotypical determinations and presumptions others often project on us.

From the backdrop of our adaption to the other's world, we have built unique perspectives that are not naturally our own. From these mountain and valley vantage points, we have the ability to share perspectives that illuminate the struggles of society. This presentation will shed light and

understanding on not only the obvious, but the nuance of interracial and intercultural relationships. We welcome an interactive discussion whereby the long thought but rarely discussed questions and comments are brought into the open.

About Timothy Janak: Timothy is of Czech descent and an Attorney at Law and Adjunct Government professor in Tulsa, Oklahoma, USA. In his previous professional life, he was an educator who taught teenage students who exhibited severe behavior problems in urban schools.

About Carmen White Janak: Carmen is of African descent and a Coach, Consultant, and Minister. She is certified as a trainer in Intercultural Competency and has worked in diverse multicultural, multi-ethnic and interfaith settings. Carmen is CEO/Founder of Innerview Consulting Group, LLC.

Timothy and Carmen have presented and facilitated classes and workshops pertaining to interracial marriage and relationships for over 20 years. In academia and for diverse social organizations, they have explored the reception and reactions of differing societies as to interracial relationships and biracial offspring. They are open and honest both about challenges imposed by society that they have encountered and the hope that is springs forth from relationship intimacy between partners of differing races and cultures.

Carmen and Timothy have been married 27 years and they have four children. The oldest girl is now yet another attorney in the family who works for a U.S. Federal Judiciary, the second daughter is a Donald Harrington Fellow and PHD candidate studying Africa and Africa Diaspora at the University of Texas, the oldest boy is a budding history professor with a propensity to study and conduct research during summers in London, and the youngest son is a soon to be high school graduate who is ready to take on the world with an engaging smile, sharp intellect, and a desire to walk his own path.

Lessons from Successful Migrants: How Women Can Make It in America

Citkin, Fiona

Ted Style Talk - Room 3 | 11.00-11.30

Abstract: My new book, “How They Made It in America: Success Stories and Strategies of Immigrant Women, from Isabel Allende to Ivana Trump to Fashion Designer Josie Natori, Plus More” Part One, starts with success stories of 18 prominent American immigrant women. These inspirational role-models have been chosen after interviewing

100 outstanding women, analyzing their questionnaires, and researching all available publications.

But the book's main point goes beyond the stories: its "Seven Success Values" that I extrapolated from real life-stories, to outline the background strategy of my book subjects' success. It's my understanding this may be a shortcut for success of any new-person-in-a-new-environment, not necessarily an American immigrant woman. Another goal is for intercultural consultants to use the book's stories and multiple case studies for instilling the values and strategies that led to proven victories in a new land.

The case studies have been clustered around what I call Success Values, or background principles, that inspired and directed the book subjects on a long bumpy road to success in the US. Together, these values—or principles—comprise a strategy. Here they are:

1. Character building
2. The American mindset
3. Emotional intelligence
4. Communication skills and creativity
5. Strategic thinking
6. Inclusive leadership
7. Perseverance.

An advocate about the resilience of immigrant women, I will partner with my colleagues providing them with additional case studies for coaching, consulting, and mentoring migrants, refugees, or expatriates to succeed in the new cultures.

About Dr. Fiona Citkin: Fiona, an award-winning author of "Transformational Diversity", HuffPost blogger, and internationally renowned intercultural consultant, learned about immigrant success the hard way.

Today, this former Fulbright Scholar from Ukraine is deeply rooted in America. Her own experiences enabled her explanations of what people need for success in the U.S. Her new 2019 book "How They Made It in America" (Simon & Schuster) presents carefully selected eighteen prominent immigrant women who "made it," extrapolating and featuring their how-to principles and background values that helped them rise to the top of their profession in the US, arguably the most competitive country in the world.

An evangelist about the resilience of immigrant women, Fiona partners with her colleagues providing them with diverse case studies for coaching, consulting, and mentoring migrants, refugees, or expatriates to succeed in their new countries.

Achieving funding diversity for refugee-serving organizations through social enterprise

Kasvin, Nadia; Mindlina, Tatyana

Ted Style Talk - Room 3 | 12.00-12.30

Abstract: Social enterprise is becoming an increasingly popular idea internationally. Many nonprofits have used this strategy to enhance and leverage the impact and service offering of their respective organizations. In the midst of unprecedented refugee crisis, the rise of social enterprise approaches can tackle the toughest challenges faced by organizations involved in refugee protection and integration. It brings social and financial returns, and organizations should understand the impact of these returns before making a decision to implement a social enterprise model.

Presenters will share their experiences and ideas on how to launch and make social enterprise successful, and how to ensure it supports refugees and organizations that serve them.

UST Together (UST) was formed with the launch of refugee resettlement services and interpreting business. The agency's founders realized early on that in order to provide quality services and support the mission, they needed to earn income to supplement government grants.

Participants will learn about nonprofits that are pioneering ways to generate income and integrate refugees through the shared experience of food.

Presenter will provide questions to help organizations strategize their business planning: Would others pay for this service? How can the social enterprise help expand organizational capacity and provide opportunities for refugees to earn income? Can a service, with or without subsidy, compete in the private market? How to make sure that the enterprise would not dilute the organization's mission? Is there an opportunity for on-the-job training? Can the organization effectively manage this business?

Presenters will explain how the decision to launch the social enterprise was made for their organization and which market trends friendly to refugees were explored.

Presenters will challenge workshop participants to brainstorm ideas for social enterprise and ways to overcome the barriers.

About Nadia Kasvin: Nadia started her career in refugee resettlement 25 years ago when she came to the United States as a refugee from Ukraine. In 2003, Nadia co-found-

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ed US Together, Inc., a state-wide organization providing refugee and immigrant integration and resettlement services. During her career, Nadia has been involved in advocating on behalf of the refugee and immigrant population. Nadia has an extensive experience in developing and presenting various cross-cultural and cultural sensitivity programs, and has worked extensively to establish integration programming for numerous constituencies. Currently, US Together has operations in Columbus, Cleveland, and Toledo, Ohio, and works with up to 1,300 refugees a year. To support programming for refugees, Nadia played an instrumental role in launching successful social enterprises to support agency's mission and sustainability. In 2015, Nadia was honored as a White House Champion of Change for World Refugees.

About Tatyana Mindlina: Tatyana is Co-Founder and Director of US Together. She has worked as a teacher, professional interpreter, employment specialist, resettlement professional, and coordinator of access to health care/interpretation services. Ms. Mindlina participated in development of interpreter training curriculum and interpreter standards and has an extensive experience of working with interpreters, health care advocates, and mainstream health care providers. Ms. Mindlina has been working with various refugee and immigrant populations for the last twenty years. Ms. Mindlina is strongly involved in leadership.

Role of Startups in Building Dialogues on Diversity

Polychronopoulos, Dimitris

Ted Style Talk - Room 3 | 12.30-13.00

Abstract: Migrants usually arrive in their host countries at a disadvantage. How can we turn this around and build strength out of perceived weaknesses? How can we encourage migrants to feel integrated into their new homes? One way is to encourage migrants to flourish in the creative world of startups.

Dimitris Polychronopoulos has led two cohorts of startups in Oslo, including the Founder Institute, a Silicon Valley startup accelerator, which he introduced to Oslo in 2018

In this TED-style talk Dimitris will share his experiences working with startups and collaborating with the Oslo startup ecosystem. Dimitris will also discuss how creating scalable startups can be an option for migrants who are looking to become established in their new countries of residence. He will focus on how a career as a startup founder can help migrants achieve their goals of crafting a

meaningful career path in their new countries.

You will learn where to find information about the startup ecosystem in your own city and where to send migrants to learn about startup opportunities. At the end of the presentation, you will know more about:

1. opportunities for migrants to join a startup team
2. resources for startups
3. local and international support for the startup endeavours of migrants.

About Dimitris Polychronopoulos: Dimitris has an MBA from BI Norwegian Business school and a Master of International Studies from UP Diliman. He is on the Executive Committee of the Board of SIETAR Europa and was co-congress Coordinator for the SIETAR Europa Congress in Dublin 2017. He introduced the Silicon Valley startup accelerator Founder Institute to Oslo in 2018 and led the efforts to graduate seven startups from the programme in June 2018, including two startups in the intercultural space. He is Director of the Oslo chapter of Founder Institute where the second cohort graduates in March 2019. He is co-author of diversophy® Norway. Dimitris has lived in seven countries, sojourned in eight and can converse in about fourteen languages to varying degrees.

9 Conversations: Network building for self-employment of refugees

Fox, Anne

Ted Style Talk - Room 3 | 13.00-13.30

Abstract: Spontaneous refugees are more likely to want to set up a business in their new countries of residence than either resettlement scheme refugees or the general population according to Alexander Betts of the Oxford Refugee Research Centre. However, they don't always account for the differences in business culture that exist between their country of origin and their new location. This can result in many setbacks from trivial to very serious.

The 9 Conversations project will attempt to smooth the path for refugee entrepreneurs by developing a set of self-study materials that prompt aspiring refugee entrepreneurs to have the 9 conversations needed to complete an Osterwalder Business Canvas. By presenting the materials in an easily accessible way with tasks mainly consisting of setting up conversations with useful contacts in the local area, the intention is to help the refugees develop their local network of professionals so that once they start a business, they avoid the most common pitfalls. By working in a small study group circle, the 9 Conversations project

hopes the refugees will support one another in creating these networks.

About Anne Fox: Anne is an independent education consultant based in Denmark specializing in the creation and delivery of digital materials across borders. She has worked as a partner in several major European projects usually with a brief of assuring quality of the project outputs and ensuring cross-cultural issues are addressed. Recently she has been involved in developing both the standard Danish set and adapted migrant set of diversophy games. Anne Fox is co-host and producer of the award-winning Absolutely Intercultural podcast since 2006.

SIG Migration Working Session

Special Event - Room 3 | 14.30-16.00

The event will consist of four short presentation/discussion slots. Each topic will have a five-minute introduction followed by 10 minutes of discussion. See details below.

Following the four topic discussions, at 15:30, we will have a Q&A session with Adel Al Baghdadi and Razan Damalkhi who are running an organisation called WE in Belgium (<https://www.linkedin.com/company/weorganization/>). Adel and Razan are giving a TED Style talk earlier the same day at 10:00 in Room 3.

Details of the topics

Topic 1: 14:30 – 14:45 (5 mins intro/10 mins discussion)

Topic: Inclusion | Introduced by: Patricia Comolet

Details: How can we have a stronger impact helping host country citizens to deal with the challenges of and build the skills of inclusion.

Topic 2: 14:45 – 15:00 (5 mins intro/10 mins discussion)

Topic: Health Agents | Introduced by: Anna Zelno

Details: A public health institution that runs a program of “health agents” with migration background who are work as educators within their community. During the program they integrate better with other people from different cultures (locals included) and they learn a lot. There are modules of personal development and Anna delivers training for intercultural competence within this program.

Topic 3: 15:00 – 15:15 (5 mins intro/10 mins discussion)

Topic: The press and asylum-seekers |
Introduced by: Paul Westlake

Details: Since May 2016, Paul has kept a regular record of Finland’s leading national newspaper’s (Helsingin Sanomat) reporting on asylum-seekers and refugees. Here, he offers a brief overview of the changing nature of such articles and what the implications might be. If there is time, he will begin with a very short audience-based simulation.

Topic 4: 15:15 – 15:30 (5 mins intro/10 mins discussion)

Topic: Polarisation – understanding the dynamics |
Introduced by: Jackie van der Kroft

Details: Polarisation is part of being a human being. We live constantly with opposites: believer against unbeliever, man versus women, the outsider versus one of our own. Although there are many differences in the scale of a conflict (from micro to macro scale) the dynamics of polarisation are universal. By exploring these dynamics you are able to apply these insights in your own field of work

Activities for asylum status holders at Zuyd University of Applied Sciences

Prins Martine; Oostijen, Jeanette, Ahmed, Nouran & van Schaeren, Hilde

Facilitated Paper Discussion - Room 3 | 16.30-18.00

Presentation 1 – Zuyd in general: Zuyd has recognised the increasing refugee influx in the Netherlands and as a large educational institution it has felt responsible to help refugees in entering our education system, our society and the labour market in a structural way. In 2016 Zuyd initiated a project to support refugees, which to date has led to a Zuyd Refugee Policy and the following achievements:

- Offering work experience positions at Zuyd
- Advice and counselling about education possibilities at Zuyd, resulting in direct enrolment of 20 students with a refugee background in Zuyd bachelor programmes in 2017 and 28 in 2018
- Offering a pre-bachelor programme. (2017 22 participants, 2018 19 participants)
- Participation in “Fresh Start”, an EU-funded practical training programme for young migrants that focuses on entrepreneurial skills and knowledge.

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Close cooperation with other educational institutions, regional authorities and the Foundation for Refugee Students (UAF) has been key to these successes.

Presentation 2 - Work experience placements: In 2016 Zuyd created 12 work experience placements in various faculties and departments, such as International Business, Student Affairs, Hotel Management School Maastricht, Conservatory, Beta Sciences and Technology, Social Studies and Health. These placements are temporary and additional positions to contribute to the integration of refugees in the Netherlands and to improve their positions in the Dutch labour market. The refugees involved fulfilled their work experience placements while maintaining their social welfare. A positive effect of these placements has clearly been the integration with Zuyd employees and students. Some of the refugees decided to continue their studies, and others found employment in the region.

Presentation 3 - Pre-Bachelor programme: One of the outcomes of the refugee project was the start of a pre-bachelor programme, that offers refugees the opportunity to finish their civic integration track and at the same time prepare them for higher education studies. The full-time programme lasts one year and consists of language training (English and Dutch), mathematics, study skills and intensive individual coaching. In the latter period of the programme it is possible to follow some modules of their preferred educational programme. The programme is offered by Zuyd in cooperation with the Language Centre of Maastricht University. Students are financially supported by the Foundation for Refugee Students (UAF), municipalities, and can make use of a study loan (DUO).