

## Cross-cultural courses for student accommodation providers

### Generic courses on culture but tailored to the needs of student accommodation providers:

#### 1. An Introduction to Cross-cultural Working

For staff new to working cross-culturally or for those wanting an introduction to the basics.

#### 2. Cross-cultural skills (half-day)

For staff who have been on basic cultural awareness training and been working in the field a while but want to take their learning to the next level. The workshop aims to test (in the gentlest sense of the word!) staff's cross-cultural capabilities and to help build on them.

#### 3. Cross-cultural Communication

This workshop will help staff communicate more effectively with customers from other cultures by helping them understand more about the different styles of communication around the world, how to work with different Englishes and how to use 'international English'.

#### 4. Supporting Cross-cultural Understanding, Dealing with Cross-cultural Conflict

Students are increasingly coming to UKHE from all corners of the planet but how ready are they for the intensity of cross-cultural living at close quarters?

What can we do to prepare them for this experience? How can we encourage them to engage meaningfully with students from different cultural backgrounds? How can we break down stereotypes and misunderstandings? What do we do when cross-cultural conflicts break out?

We will use small group discussions and scenarios to explore answers to these questions and to share good practice.

### Culture specific courses but tailored to the needs of student accommodation providers:

#### 1. You and your Chinese students: building cross-cultural understanding

co-facilitated with a Chinese student

#### 2. You and your Nigerian students: building cross-cultural understanding

co-facilitated with a Nigerian student

#### 3. You and your Indian students: building cross-cultural understanding

co-facilitated with an Indian student

#### 4. You and your Thai students: building cross-cultural understanding

co-facilitated with a Thai student

#### 5. You and your Greek Cypriot students: building cross-cultural understanding

co-facilitated with a Greek Cypriot student

#### 6. You and your Malaysian students: building cross-cultural understanding

co-facilitated with a Malaysian student

#### 7. You and your Brazilian students: building cross-cultural understanding

co-facilitated with a Brazilian student

#### 7. You and your Middle Eastern students: building cross-cultural understanding

co-facilitated with a student from the Middle East



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