

## Competences of an Intercultural Learning Professional

1. I have read the SIETAR Polska Code of Ethics and review regularly (annually).
2. I follow lifelong learning- ongoing, voluntary and self-motivated pursuit of knowledge for personal or professional reasons.

Head + Heart + Hand = Competence

**Head** - knowledge\* from books, research, training, conferences, webinars, etc

**Heart** - attitude and mindset and such as openness, kindness, responsibility, diversity and inclusivity, empathy etc

**Hand** - hard and soft skills such as communication, digital, facilitation, engaging training methods, training design, etc

### Culture General

Research based culture general knowledge (Hall, Hofstede, Haus, Benedict, Mead, Thomas, Trompenaars, Meyer, Gelfad, etc.)

Broad awareness about cognition science, social psychology, ethnology, sociology, anthropology, management sciences, organisational sciences, etc.

### Culture Specific

Based on extensive, diverse, first-hand experience with business and informal life with the target culture  
Reflected through a research lens (historical, anthropological, etc.)

3. Through an annual process of self-reflection and peer-mentoring, I seek adequate self-awareness about my values, experiences, culture and social context for how they influence my interpretations, actions and choices when interacting with others.
4. As an intercultural services professional, I have adequate knowledge, skills and attitude in the field to work with others (i.e. as a trainer, mentor, coach, facilitator, guest speaker, etc.).
5. I follow professional learning design principles including:
  - Participant centric
  - Contextually adapted
  - Methodologically balanced
  - Partnership attitude
  - Interactive, experiential
  - A safe space (psychological safety)
  - Continuously evaluated
6. When in a professional setting, I self-evaluate regularly (i.e. after each engagement, periodically as needed), for example:
  - My own cultural biases, prejudices and learning preferences and how they might be projected onto the participants
  - My approach to power imbalance during the process and how I deal with it
  - How I manage the need to convey insights
  - What is my knowledge and skill level - what are my developmental needs
  - I refer to another professional when I need consultation and supervision
  - How empathetic I am, what are my skills of open and non-judgemental communication
  - Am I transparent and respectful in my actions
  - Do I engage in supervision and continuous learning
  - Do I engage in professional conduct with other parties (see Checklist for Potential Clients)
7. I am open to give and receive feedback from colleagues and clients with positive intent.

## Personal Guidance System

(for self-reflection and/or as preparation for a mentoring or peer-coaching session)

Reading the Code of Ethical Behaviour of SIETAR Polska causes me to reflect on:

This is a positive change my work contributed to in the past year:

The last book(s) related to Intercultural Communication I have read are:

This is what I have learned from them:

The last Conference/Training/Workshop connected to the field of ICC I have attended is:

Here's what I took from it:

This is what I remember about the works of the 'Classics': Hall, Hofstede, Trompenaars, Mead, etc.:

The last article/blog-post connected to the field of ICC I have published was:

These were the main ideas of it:

The person(s) I have learned most from this year in the field of ICC were:

This is what I learned from them:

This experience I had in the last year changed or influence my views, perspectives or pre-conceptions:

These are the strategies I used last year to create space for self-reflection:

This is what I have realised I don't know enough about:

This exercise or methodological approach was new to me but useful:

This is a feedback I have received in the past year that had influence on me:

These are the people I gave feedback to this year to support their development:

In these ways my personal experiences, privileges, or perspectives influence my views and opinions:  
This is how I try to remind myself of my subjective perspectives and not impose or project them on participants and colleagues:

These are the programme design strategies I use to create participant centric, methodologically balanced and psychologically safe learning environments:

This is something about myself that I wish to change:

This is a situation that I managed in the last year that I'm proud of:

Personal and Professional Objectives for the coming year:

This is what I want to have achieved a year from now in terms of clients, topics, formats, reach or other categories that are meaningful to me: