



TRAINING & FACILITATION BOOTCAMP

with an intercultural focus

5th Edition

April 3rd-5th & May 22nd-24th 2019

Barcelona



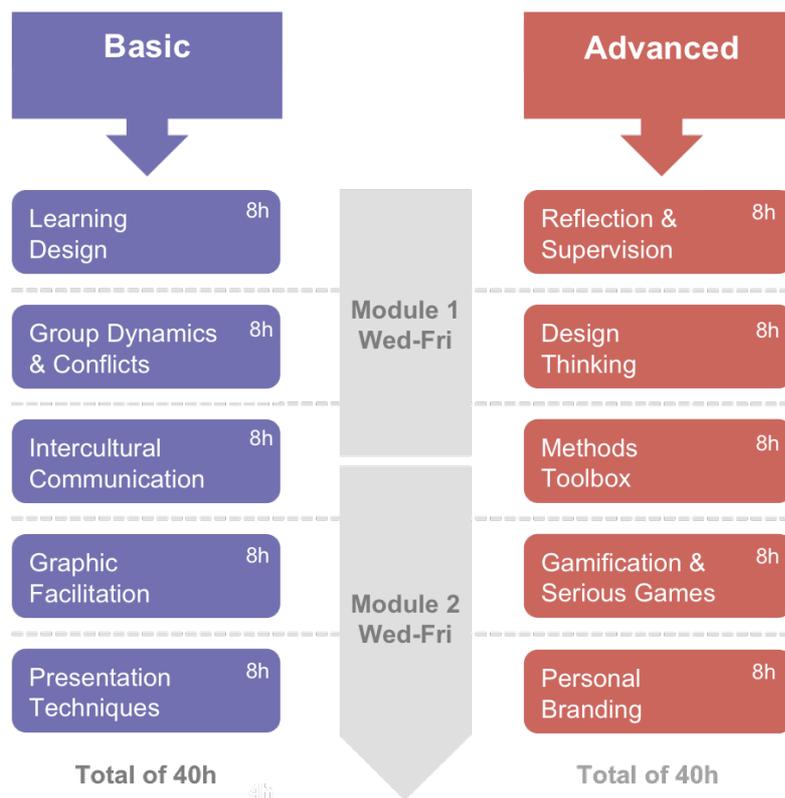


5th TRAINER AND FACILITATOR BOOTCAMP

For the fifth time, the Indiálogo Institute with seat in Barcelona is offering a training program for future (intercultural) trainers and facilitators. For the second time, we will offer this training camp in English and compressed into two 3-day-modules to allow for increased international participation. In 2019 we are organising two bootcamps:

Basic → The **Basics Bootcamp (April/May 2019)** is for people who would like to qualify and work as trainers or facilitators or who need to assume that role as a part of their job but don't have a lot of experience yet.

Advanced → The **Veteran Bootcamp (Sept 2019)** is for trainers and facilitators with a certain experience that would like to update their knowledge/skills, exchange experiences, tips and tricks with colleagues and get new inspiration and ideas.



Including
1h of personal coaching
Guided learning process



Certification Workshop of the 1st Edition, April 2015 @ Betahaus BCN

DEVELOP YOUR COMPETENCES!

During the bootcamps, you will be developing the following competences:

- ▣▣▣▣ **Personal competence:** Develop your own training / facilitation style: give your workshops / trainings a characteristic personal touch and maximize participation using visual facilitation and other innovative methodologies.
- ▣▣▣▣ **Relational competence:** Establish authentic contact with your participants, guide group dynamic processes and discussions/conflicts in a constructive way to create a positive and cooperative working atmosphere.
- ▣▣▣▣ **Action competence:** Analyze organisations and culture, assess the needs of your clients and develop your own workshop and training designs, from needs detection to delivery of results and evaluation.
- ▣▣▣▣ **Intercultural competence:** Widen your intercultural horizon and develop intercultural competences in handling cultural differences and conflicts. This will not only enable you to handle cultural diversity in your trainings / workshops but also lead in the direction of offering intercultural trainings / workshops yourself.



WHY WOULD YOU WANT TO WORK AS A TRAINER/FACILITATOR?

- ▣▣▣ **Working with people:** For us, the main reason why we work as trainers and facilitators is that we really enjoy accompanying people in their learning processes, personal and professional growth. The moment that a group becomes cohesive, has that sensation of "we as a team", when they work in a concentrated way and are making progress towards their objectives, when you hear about their key learnings or are receiving feedback... All these are moments that we experience as very rewarding and almost addictive.

- ▣▣▣ **Work in itself:** Getting to know different people from different cultures, organisations and backgrounds, constant new learning and new challenges, travelling, the possibility of working in different languages and - last but not least - offering your knowledge about your own areas of expertise. These are just some advantages of our profession.

- ▣▣▣ **Economic possibilities:** Providing training and facilitation is a relatively well paid activity. Your income will depend on, amongst others, your type of clients, the sector you work for, your experience, personal strategy and so on. Also there are governmental programs in place (such as the Agencia Tripartita in Spain) that incentivize further education in companies, creating markets for trainers and facilitators.

- ▣▣▣ **More questions?**
Schedule a personal or skype meeting with us!
indialogo@indialogo.es, +34 680 562 115



Day 1 - Learning Design

AN INTRODUCTION TO TRAINING AND FACILITATION

¿Do you want to learn how to ...?

- ▣ facilitate workshops and events?
- ▣ teach your knowledge to other people?
- ▣ prepare a dynamic and successful workshop?
- ▣ energize participants?
- ▣ feel comfortable in the role of trainer / facilitator?



The first day of the Bootcamp is an introduction to training and facilitation. You will learn the basics about learning processes, learning design, and facilitation from an integrative point of view. You will learn how to **design learning processes** for individuals, taking into account their individual predispositions, groups and organisations to develop fitting workshop and training designs. Further you will learn how to formulate learning objectives, select the right contents, pick the right dynamics and exercises and how to support it all with the adequate media.

Day 1 offers you a wide range of different **tools, methodologies and exercises** that will enable you to design your own trainings or workshops in a dynamic and interactive way.

Specifically, you'll learn how to:

- ▣ analyze different participants' profiles to detect their learning needs
- ▣ adjust your workshop / training to the organisational framework that you will be working in
- ▣ formulate clear learning objectives
- ▣ plan and design your workshop/training in a systematic way
- ▣ use an up-to-date variety of dynamic methods and exercises
- ▣ feel comfortable in the role of facilitator / trainer



Day 2 - Group Dynamics & Conflicts

HOW TO LEAD AND MODERATE GROUP PROCESSES

Do you want to learn how to ...?

- ▣ *successfully lead group processes*
- ▣ *win a group's trust in relatively little time?*
- ▣ *motivate a group to assume responsibility and increase participation?*
- ▣ *detect tensions and conflicts on time?*
- ▣ *manage conflictive people within a group?*
- ▣ *harness the energy of conflicts to energize the process in stead of draining it?*



Day 2 is focusing on all the dynamics that working with groups or teams comes with. Through a combination of theory and practical exercises you will observe, analyze and finally **understand group dynamics** and how to influence and guide it without manipulation. Also, we will focus on **managing differences and conflicts** that might (and will) arise facilitating or training in group settings.

The objective of day 2 is to improve your knowledge and skills in how to handle group dynamics in your role as trainer or facilitator. You will learn about **different models and tools** that allow your trainings/workshops to become more efficient, dynamic and powerful. Self-reflection about your own behavioural patterns and personality is an important aspect when entering group dynamics and conflicts as well.

Also day 2 offers a wide variety of tools, methods and exercises to learn about and facilitate group processes.

Specifically, you will learn how to:

- ▣ *experience and reflect on group dynamic processes and phenomena*
- ▣ *improve your observation skills and differentiate between self and others' perception*
- ▣ *give and receive critical-constructive feedback*
- ▣ *assume the leadership role in group processes without reverting to authority*
- ▣ *manage dynamic situations, critics and conflicts in group settings in a constructive way*
- ▣ *diagnose and intervene in the different phases of a conflict*
- ▣ *improve your empathy and handling of social relationships and conflicts*
- ▣ *handle discussions between participants that are getting out of hand*
- ▣ *facilitate group dynamic exercises*



Day 3 - Intercultural communication

HOW TO GET THE MOST OUT OF CULTURAL DIVERSITY

Do you want to learn how to ...

- ▣ prepare yourself when working with a culturally diverse group?
- ▣ understand what's different about intercultural communication?
- ▣ facilitate an intercultural training or workshop?
- ▣ harness the power of cultural diversity in a training?
- ▣ understand how your own cultural roots are influencing you?



Day 3 focuses on dealing with cultural diversity. Every day, people work more and more across countries and cultures, which means that also as a trainer or facilitator you will find **more and more cultural diverse groups** in your workshops or trainings. Cultural diversity can be a great motor and enrichment but also the source of misunderstandings and conflict. So how to deal with it?

The objective of day 3 is **to improve your intercultural competences** in general and give you tools to facilitate / train in an intercultural context. Without limiting us to simple Dos and Don'ts we will analyze different ways of thinking, feeling and acting. This also includes reflecting on your own values and behavioural patterns.

Day 3 offers you a wide selection of tools, exercises and methods to work with cultural diversity.

Specifically, you will learn how to:

- ▣ know, reflect and use the basic tools of intercultural studies such as the iceberg or cultural dimensions to understand cultural differences and similarities.
- ▣ analyze and understand your own cultural heritage and corresponding filters
- ▣ manage intercultural miss-communication
- ▣ use and manage concepts such as cultural values, direct vs. indirect communication, courtesy, dealing with mistakes, saving face, power distance, conflicts, stereotypes, vicious circles, micro aggressions...
- ▣ integrate intercultural exercises and dynamics into your trainings and workshops in order to make the most out of cultural diversity



Day 4 - Visual Facilitation

HOW TO USE VISUALS TO FACILITATE LEARNING

¿Do you want to learn how to ...

- ⇒ *create and use clear visuals in your presentations / workshops?*
- ⇒ *visualize ideas and concepts in a fast and simple way?*
- ⇒ *develop your own style of graphics*
- ⇒ *use drawings to communicate about topics that are difficult to put into words*
- ⇒ *have fun while rediscovering the playfulness of drawing*
- ⇒ *connect with people through different learning styles*



Day 4 will focus on visual facilitation, an essential skill that trainers and facilitators use on a daily basis. While we are generally prepared to write, read and speak about any topic of interest, most of us don't feel ready to express ourselves visually. But working with drawings, maps and images helps us to express ourselves more clearly and break complex concepts down to understandable chunks of information.

The goal of day 4 is to learn how to overcome our hesitation when it comes to drawing, by applying simple tricks and techniques that work for everyone. By experimenting actively with different methods, we will improve our visualization skills and learn how and why to take advantage of the visual language that surrounds us.

Through a lot of practice and a little theory you will learn how to:

- ⇒ use graphics and other visual media to create lively and intuitive presentations
- ⇒ quickly draw and visualize concepts to support discussions and processes
- ⇒ develop your own graphic vocabulary with a distinctive style
- ⇒ create connections with people through drawing
- ⇒ improve understanding and recall of any content that you want to share



Day 5 - Presentation Techniques

HOW TO ENGAGE YOUR AUDIENCE AND GET YOUR MESSAGE ACROSS

¿Do you want to learn how to ...

- ▣ *feel comfortable when speaking in front of a larger audience?*
- ▣ *use storytelling and metaphors to communicate emotions?*
- ▣ *use body language and voice to underline your message?*
- ▣ *develop your personal style of presenting and facilitating?*
- ▣ *make sure that participants understand your message and instructions?*



You've got a very clear picture of what you want people to understand or do, but do they have the same picture? Giving clear instructions and being able to overcome the "trap of the expert", not being able to imagine that you don't know about your area of expertise, are key skills for trainers and facilitators.

That's why day 5 will focus on **presentation techniques and giving clear instructions**. Your task will be to present your own training/facilitation concept to your colleagues and trainers and get their critical-constructive feedback.

Through a lot of practice and a little theory you will learn how to:

- ▣ formulate clear messages that will reach your audience and enable them to understand
- ▣ manage attention, emotions and energy through the power of your voice and mimics
- ▣ use storytelling and metaphors to enhance learning and memory
- ▣ interact with and engage your audience in a dynamic way
- ▣ manage your anxiety when speaking in front of a large group or loose your thread
- ▣ manage time and media



TRAINERS

Susanne Rieger

Sociologist, certified coach, supervisor and trainer.



Susanne is a graduate Executive and Personal Coach, Supervisor and Intercultural Trainer of German nationality with more than twenty years of experience in Spain, Italy, Belgium and Germany.

As the director of the training institute Indiálogo, she works as a trainer and coach for executives and teams specialised in leadership, team building, communication and intercultural diversity. She always works with the perspective of finding practical and clear solutions for her clients, be it individuals or teams.

Her clients are executives, managers and teams of multinational Companies, public administrations, NGOs and Universities. She is cofounder of the German version of Biopolis, a creative table game. Her passion is to combine creativity, self-reflection and group dynamic in a way that participants can grow up themselves.

Ulrich Schubert

Psychologist, certified business coach and management trainer.



Ulrich has been training trainers and other professionals in Spain, Austria and internationally for more than 10 years. He enjoys accompanying them in their professional and personal growth and works for multinationals (e.g. Siemens, XEROX, Stepstone) as well as for NGOs and public organisations (e.g. Médecins Sans Frontières, WAFF, Austrian Chamber of Labour) in Vienna, Barcelona & beyond.

He is cofounder of _coworkshops, an interdisciplinary initiative centred on changing the paradigms of facilitation, mentoring and training, which employs group dynamics, co-creation and visual prototyping.

Additionally he is a lecturer at Spanish (ELISAVA and EUHT Sant Pol) and Austrian Universities (FH-Wien).

Cornelia Brezing

Psychologist, certified business coach and illustrator.



Cornelia is a psychologist, coach and expert in the field of visual thinking. With her coaching and business clients she works by applying visual tools to achieve their goals of growth, change and innovation.

She teaches graphic facilitation, visual thinking and sketchnotes in workshops, universities and in-company trainings and runs the meetup for sketchnotes and visual thinking in Barcelona. She is part of _coworkshops and Aula Complementa, two interdisciplinary projects for facilitation, training and coaching in Barcelona.

Her clients are entrepreneurs and freelancers who want to redefine their goals, or struggle with their intrinsic motivation and time management, as well as medium and large businesses looking for innovation and change management.



Anna Fuchs

Psychologist, specialized in communication and leadership training and consulting.



Anna is passionate about improving contact between people and cultures. Amongst her key activities are communication and leadership trainings as well as programs for raising intercultural awareness and developing intercultural competence for multinationals (Volkswagen, Engel & Völkers) public institutions (Col.legi Oficial de Treball Social de Catalunya, Verbandsgemeinde Daun) and Universities (München, Hamburg). Additionally, Anna delivers relocation training programs for expatriates and their families.

Anna is the coordinator for the Schulz von Thun Institute for Communication in Spain and a former board member of SIETAR Spain (Society for Intercultural Education, Training and Research), as well as lecturer at the EAE Business School Barcelona and the Institute of Communication & Leadership in Lucerne, Switzerland. She holds certificates in communicational psychology, resource-orientated networking, group leading (TCI) and conflict moderation.



LOCATION & TIMETABLE

The Bootcamp will take place at a very beautiful and authentic location in the very centre of Barcelona. Rambla Catalunya 15. It is located 1 min walking distance from of Pl. Catalunya and easily reachable by metro and other public transport. There are plenty of restaurants, bars and shops in the area.



Timetable Module 1 (April 3rd-5th)

Wed 3rd, 14-18h	Learning Design (Ulrich Schubert)
Thu 4th, 9-13h	Learning Design (Ulrich Schubert)
Thu 4th, 14-18h	Group Dynamics & Conflicts (Susanne Rieger)
Fri 5th, 9-13h	Group Dynamics & Conflicts (Susanne Rieger)
Fri 5th, 14-18h	Intercultural communication Part I (Anna Fuchs)

Timetable Module 2 (May 22nd-24th)

Wed 22nd, 14-18h	Intercultural Communication Part II (Anna Fuchs)
Thu 23rd, 9-18h	Visual Facilitation (Cornelia Breznig)
Fri 24th, 9-18h	Presentation Techniques (Susanne Rieger & Ulrich Schubert)

As the bootcamps last from Wednesday to Friday we'd strongly recommend you to stay a bit longer and enjoy a weekend in the wonderful city of Barcelona! If you need advice on where to stay, just let us know!



PRICES

Package	Price
Standard Price	1.600€
Reduced Price*	1.300€

** We want our Bootcamps to be accessible for everybody, so we offer reduced prices for people in the following conditions: unemployed, student, maternity leave or self-employed in their first year. If you think that you qualify for one of our scholarships, please get in touch!*

To sign up for the course, please fill out the inscription form on the next page and effect a 20% down-payment (320€ / 260€*), which will guarantee your place. The rest of the fee is due 10 days before the start of the course (March 25th).

More questions?
Get in touch!

Susanne Rieger
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indialogo@indialogo.es



INSCRIPTION FORM

Name/ Last Name

Address

ID Number

Profession

Motivation

e-mail

IMPORTANT:

A part from filling out the inscription form, please remember to also bank transfer the down payment of 20% to the following bank account:

IBAN	ES 29 2100 3315 21 2200146259
BIC:	CAIXESBBXXX
Holder:	Indiálogo / Susanne Rieger
Concept:	Bootcamp_2019_Name_Lastname

If you did not agree any different terms, the rest of course fee will have to be paid before the start of the course.

Please send you inscription as soon as possible as there are only 10 places available!