

Checklist for Potential Clients of Intercultural Trainings

If you want to hire an intercultural trainer and you don't really know how to evaluate their competence, these are the questions you could ask your trainer:

Checklist:

Knowledge:

What is your formal degree and in which ways does it help and inform your work as an intercultural trainer?

Have you had any formal or academic education related to intercultural issues and how is it influencing your work today as a trainer?

Have you lived abroad? For how long? In which ways have you reflected that experience through theoretical lenses? What do you understand about those cultures now that you hadn't before you went to live there?

How did you develop your training skills and how do you keep them updated?

Do you have any certifications, language diplomas or similar accomplishments that complete the picture of you as an intercultural trainer?

Skills:

How would you describe your training style?

How do you design training programmes?

What is your strategy for understanding participants' needs?

How do you typically evaluate learning processes on your trainings?

Can you give an example of how you shaped positive learning environments and dealt with potential intercultural conflicts during your intercultural trainings?

What are some of the training methods you regularly use and why do you find them to be helpful?

How would you describe your own intercultural competences and in which ways are you able to develop those in your participants?

Attitudes:

Have you signed the SIETAR Polska Code of Ethical Behavior or any other professional code of ethics / code of conduct?

Could you give an example where you facilitated an intercultural learning process with participants who were culturally / socially or otherwise very different to you? How did you ensure your own intercultural sensitivity, ability to empathise, and openness in that moment?

How do you build trust between yourself and your training participants?

Experience:

Have you ever worked in an international or intercultural environment and how do those experiences relate to or inform your work as a trainer now?

How many years and approximate training hours do you have under your belt?

Do you belong to a professional association in the field of intercultural training?

Are you engaging in some sort of supervision or peer-coaching?

Can you point us to former clients of yours who would be happy to act as a reference?