Network “Integration through Qualification (IQ)”

Workshop “Intercultural Competency Advantage”

Tina Lachmayr (VIA Bayern e. V.)

International Metropolis Conference, Sydney
30 October 18
Agenda

- IQ Network
- IQ Competence Center for Intercultural Opening and Anti-Discrimination
- Our Training course approach
- Some Evaluation results
- Organizational embedding: Intercultural opening
IQ Network – basic data

- Integration through qualification (IQ)
- Central labour market integration program
- established in 2005
- funded by the Federal Ministry for Labour and Social Affairs (BMAS) and the European Social Fund (ESF)
- Target groups:
  1. Persons who have acquired professional credentials abroad
  2. Labour market and economic stakeholders
IQ Network – basic data

16 regional networks
- With approx. 380 subprojects
- Responsible for implementing the programme on a state level
- Each is managed by a regional coordinator

5 Competence Centres
- Work on migration-specific topics on a nationwide level
- Develop quality standards and recommended actions
- Provide specialist support to the regional networks
### Core tasks of activities

<table>
<thead>
<tr>
<th>Counselling on Recognition and Job training</th>
<th>Qualification measures in the context of the Recognition Act</th>
<th>Intercultural competence development and further services</th>
</tr>
</thead>
</table>
| - Counselling on the recognition of foreign professional qualifications | - Job training within the context of the Recognition Act  
- Facilitating the full recognition of foreign qualifications and labour market integration appropriate to one’s qualifications | - Expansion and enshrinement of intercultural competence in the structures of:  
  - Municipalities  
  - Labour market service providers  
  - Small and medium-sized enterprises (SME)  
- Services for Refugees  
- Fair Integration (since 2018) |
| - Counselling on bridge training programmes |  |  |
| - Compensatory measures for the attainment of full acclaim and employment appropriate to one’s level of education |  |  |

100 projects
Intercultural competence development and other services

Intercultural competency development

Public labour market service providers: Agencies, job centres
Municipalities,
Companies, SME,
Other labour market stakeholders:

12,661 employees of the labour administration, especially job centres, have participated in training.
IQ Competence Center
for Intercultural Opening & Anti-Discrimination
IQ Competence Centre for Intercultural Opening and Anti-Discrimination, VIA Bayern e. V.

<table>
<thead>
<tr>
<th>Themes</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intercultural competence development</td>
<td>Training and education courses</td>
</tr>
<tr>
<td></td>
<td>Conception, implementation; train the trainer;</td>
</tr>
<tr>
<td></td>
<td>process control and quality development</td>
</tr>
<tr>
<td>Anti-Discrimination</td>
<td>Information offers</td>
</tr>
<tr>
<td></td>
<td>Publications, specialist events and workshops</td>
</tr>
<tr>
<td>Diversity management</td>
<td>Transfer</td>
</tr>
<tr>
<td></td>
<td>Promoting the exchange of expertise, transfer</td>
</tr>
<tr>
<td></td>
<td>to IQ, advice and support for the subprojects</td>
</tr>
</tbody>
</table>
Our approach by intercultural training courses

- Some very different definitions of culture exist.
- Culture means the rules of behaviour that a group of people or a society has adopted.
- Culture changes constantly. It neither follows rigid rules nor is it bound by borders.
- People normally belong to a number of different cultural groups.
- Individuals do not represent a cultural system.
- Diversity and Anti-discrimination as a guiding principle.
Monocausal Focus on „cultur“

migrants

- Cultural (ethnic) background
- Appearance (skin)
- Language
- Religion
„De-culturisation“

- Citizenship
- Family
- Appearance
- Religion
- Language
- Gender
- Age
- Sexual orientation
- Ethnic background
- Mental / physical ability
- Education
- Social status
- Work experience
Diversity of perspectives

- person
- context
- situation
- culture
Diversity Dimensions (Gardenswartz and Rowe)

https://www.gardenswartzrowe.com
Discrimination

- out – in group
- power
- individual - structural
Fostering Intercultural competence

- Empathy and ambiguity tolerance
- Diversity of perspectives
- Anti-Discrimination
- Migration-specific knowledge, e.g. access to the labour market, residence in Germany, figures and data on immigration
- Knowledge of culturally related orientation systems, such as:
  - Cultural categories (e.g.: individualistic or collective orientation)
  - Intercultural communication (e.g.: direct or indirect communication)
Intercultural training course, focus asylum and refugees

- Between November 2015 and December 2017, a total of 12,359 participants were reached in 856 training courses, overwhelmingly in job centres (unemployment agencies).
- 111 trainers were involved.
- The contents of the training courses were:
  - Figures and data
  - Asking for asylum in Germany, the asylum procedure
  - Culture
  - Diversity of perspectives, intercultural competence
  - Intercultural communication
  - Anti-discrimination
- Evaluation of the trainings course in 2016.
Some results

- One day is normally not enough for a basic intercultural training course. A period of two to three days is ideal.
- Good communication is necessary in the run-up to the training courses, for example in relation to the objectives and general conditions of the training courses and the selection of participants.
- The creation of a practical reference is decisive. Casework and practical exchanges is useful to promote transfer into one’s own field of work.
- Ideally, the training course is embedded in an overall process of intercultural opening. It makes sense to start with the personnel and to promote intercultural competences, but the structures must also be created in such a way that this can unfold.
Intercultural opening
An intercultural opening process …

- … is an organisational development process
- … recognizes diversity in living and working together
- … takes the needs of diverse customers and employees into account
- … considers all the processes and structures of an institution: Inclusion ↔ Exclusion
- … reduces the barriers to access
- … increases the opportunities for participation
- … is an improvement of quality
Thank you for your attention

IQ Competence Centre for “Intercultural Opening and Anti-Discrimination“

Tina Lachmayr
VIA Bayern e.V. – Verband für Interkulturelle Arbeit Landwehrstr. 22, 80336 München
Landwehrstr. 22
80336 München, Germany
Tel.: +49 (0)89 / 52 03 32 33
tina.lachmayr@via-bayern.de
www.netzwerk-iq.de/fachstelle-interkultur-und-antidiskriminierung

Das Förderprogramm „Integration durch Qualifizierung (IQ)“ wird durch das Bundesministerium für Arbeit und Soziales und den Europäischen Sozialfonds gefördert.

In Kooperation mit: