Intercultural competence in companies

Workshop Cultural competence: Models and practices from Europe and Canada for building global talents and inclusive society

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IQ Network

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

Counselling on Recognition and Job training
- Counselling on the recognition of foreign professional qualifications
- Counselling on bridge training programmes
- Compensatory measures for the attainment of full acclaim and employment appropriate to one’s level of education

Qualification measures in the context of the Recognition Act
- 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

Intercultural competence development and further services
- 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)

70 projects
IQ Competence Centre for Intercultural Opening and Anti-Discrimination, VIA Bayern e. V.

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<th>Themes</th>
<th>Task</th>
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| Intercultural competence development | **Training and education courses**  
Conception, implementation; train the trainer; process control and quality development |
| Anti-Discrimination           | **Information offers**  
Publications, specialist events and workshops |
| Diversity management          | **Transfer**  
Promoting the exchange of expertise, transfer to IQ, advice and support for the subprojects |
Some data

- For many years, employment was the most common reason for residence. Since 2014, migration for humanitarian reasons has been the second most frequent residence purpose.

- In 2018, 1.5 million people migrated to Germany while 1.1 million left. This has led to a “migration balance” of 386,000 people.
  - The main countries of origin were Poland, Bulgaria and Syria
  - 97,000 persons applied for an employment visa
  - 116,000 persons applied for asylum in Germany
**Advantages of diversity**

- Shortage of skilled staff in some sectors
- Increased creativity and innovative ability in problem-solving
- Increased customer orientation
- Growing internationalisation
- Attractiveness and public image of the employer

Quelle: in Anlehnung an Institut für Mittelstandsfororschung Bonn (2015)
Intercultural competence
- Cultural concepts
- Recognition of foreign qualifications
- Laws
- Discrimination…

- Empathy
- Flexibility
- Tolerance
- Self-reflection
- Tolerance of ambiguity …

- Communication skills
- Enabling participation
- Sharing of resources …

- Knowledge (cognitive level)
- Aspiration (affective level)
- Action (conative level)
Diversity in enterprises

Staff development
(collaboration)

Organisation development
(structure and processes)
Successful *intercultural organisational* development

- Responsible staff and/or diversity officer
- Mission statements, guidelines of diversity
- Company agreement against discrimination
Successful *intercultural organisational development*

- Staff selection procedures that are sensitive to the issue of discrimination
- Performance of diversity checks
- Transparent training system
- Language support opportunities
Successful *intercultural staff development*

- Strengthening team-building
- An intercultural and anti-discriminatory perspective in conflict management and feedback discussions
- Intercultural and diversity training courses
- Initiating networks
Thank you for your attention!

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