

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 Fachstelle Interkulturelle Kompetenzentwicklung
und Antidiskriminierung



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

70 projects

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)

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

Themes	Task
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

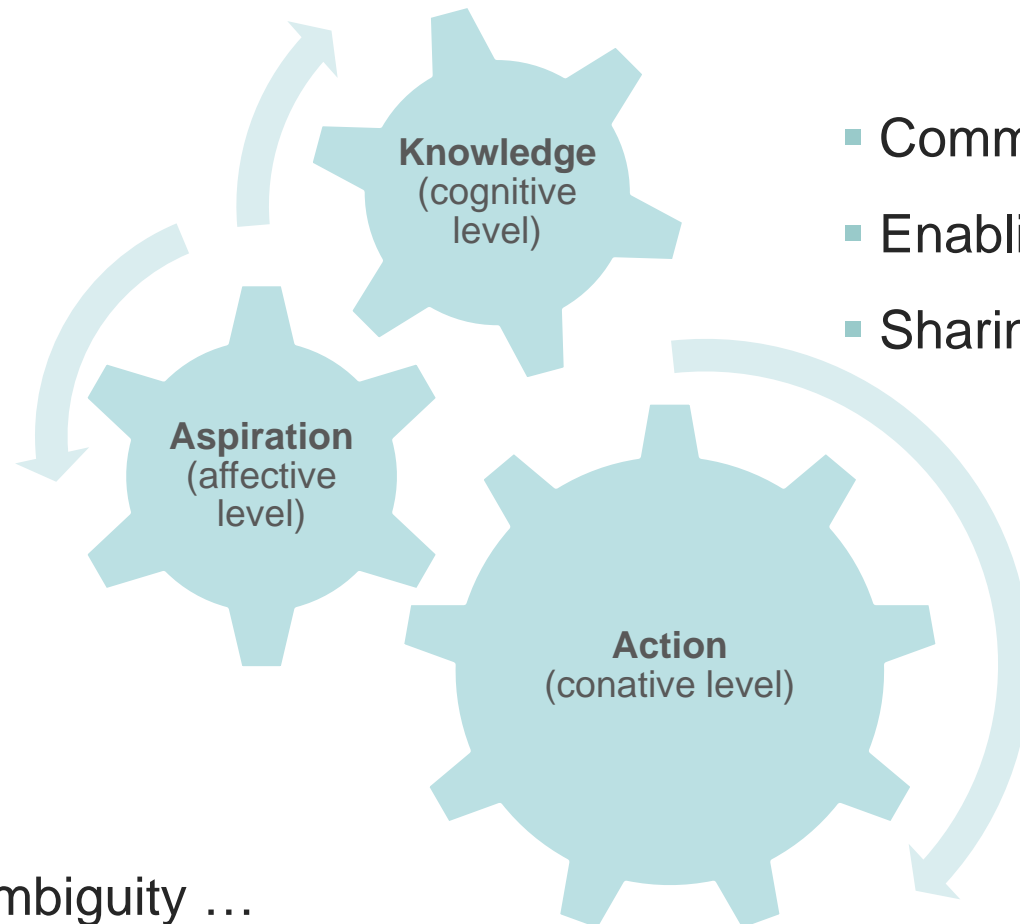
Advantages of diversity

- 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

Intercultural competence



- Cultural concepts
- Recognition of foreign qualifications
- Laws
- Discrimination...



- Communication skills
- Enabling participation
- Sharing of resources ...

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

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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