

# CERTIFICATE

## Heike Munk

has successfully completed the training programme

### Intercultural Business Trainer/Moderator (IBT/M) ®

accredited by the *Deutsche Gesellschaft für Interkulturelle Trainingsqualität e. V. (DGIKT)* and has thus achieved the status of **Certified Trainer (DGIKT)**. The programme provides training and facilitation skills for the intercultural business environment.

The programme consists of five modules – 12 training days in total.

IBT/M1: Train the trainer	21.-23.11.2013
IBT/M2: Developing intercultural training programmes	12.-14.12.2013
IBT/M3: Effective moderation	23.-24.01.2014
IBT/M4: Implementing and designing simulation and activities	25.-26.01.2014
IBT/M5: Evaluation and certification	13.-14.03.2014



Freising, 14.03.2014



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## **Contents of the training modules**

### **IBTM1: Train the trainer (3 days)**

Personal presentation style and the enhancement of training skills  
How to use non-verbal and verbal communication  
How to systematically and strategically improve your rapport with your training group  
How to determine participants' training needs  
Psychological models of learning styles and perception channels  
How to handle questions and difficult training situations  
How to create an appropriate 'media mix' for a learning group

### **IBTM2: Developing intercultural training programmes (3 days)**

Successful training design: Tools and concepts  
Creating participant centered learning situations  
Exercise design  
Key methods used in intercultural training  
Culture-specific and culture general training

### **IBTM3: Effective moderation (2 days)**

Role and tasks of the moderator  
Moderation cycle  
Workshop design  
Methods and tools for successful moderation  
How to manage group dynamics  
Decision making processes  
Facilitating workshops for international teams  
How to handle difficult situations in a moderation

### **IBTM4: Implementing and designing simulation and activities (2 days)**

Using simulations and activities in intercultural trainings  
Successful debriefing  
Developing suitable intercultural simulations  
Case methodology

### **IBTM5: Evaluation and certification: (2 days)**

Practical examination (Training or workshop sequence)  
Evaluation of written training concepts handed in by the participants