

April 2020

## Solving intercultural conflicts with international students

The Erasmus+ project **SOLVINC** aims to facilitate the development of intercultural and conflict management skills among international students, local students and HE staff and to further the implementation of intercultural student encounters in HEIs, thereby contributing to the promotion of inclusion in practice. The strong partnership consists of four large universities (Łódź, Mainz, Paris, Porto and Vienna) and experience on research on intercultural learning as well as an NGO specialising in intercultural training on the critical incident methodology by Margalit Cohen-Emerique.

## The challenges of international mobility: learning from culture shocks

The concept of “culture shock” may sound dramatic at first, we may even feel compelled to refuse the idea altogether as it may suggest we are exaggerating or reifying cultural difference and putting the blame on the people with different cultural references. In contrast to this perspective we see “culture shock” or its equivalent “critical incident” as a privileged learning opportunity. Indeed, at the encounter between people with different cultural reference frames the contrast makes visible norms and representations the we could have assumed “normal” or “natural”. In short culture shocks helps us become aware and get rid of the illusion of cultural neutrality and homogeneity. To learn more please visit:

[www.learningfromcultureshocks.eu](http://www.learningfromcultureshocks.eu)



## Uncovering “sensitive zones”

The analysis of the 35 incidents, elaborated through projects’ life cycle, led us to map the “sensitive zones” of international student mobility: the domains in which misunderstanding, tension of conflict are most likely to happen. Read about 7 “sensitive zones: communication, gender, time perception, approaches to hierarchy, colonialism, identity, diversity management through our literature search and background texts.



## Preparing students for international mobility

Do you want to make your work with international students more interactive? Have a look at our training material including interactive exercises (action, reflection and research tools) opening up ways to work on the 7 sensitives zones. Please contact us and check the website in Summer 2020!

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## Coming up

- National Awareness Raising Event in June/July aimed at facilitating a discussion on methods used in intercultural work and to further processes of learning between HEIs focusing on promoting inclusivity and NGOs, public bodies and adult education organization working in the same field, but with different target groups, to raise awareness about discrimination, racism and cultural conflicts in HE.
- International conference Warsaw on 8<sup>th</sup> of October 2020!! Come and share your practices and learn new ones as well as participate in international exchange of experiences related to interculturalism ☺

