

V4C

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Philippe De Leener Inter-Mondes Belgique ph.deleener@gmail.com

**Developing one's intercultural
skills in the course of action
Some practical pointers in
view of our field visits**

Philippe DE LEENER

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Inter-Mondes Belgique

The itinerary this afternoon

- 1) A word on “Culture” : what are we expected to understand by “Culture”?**
- 2) Interculture : what to look out for when several cultural groups interact?**
- 3) Some practical indications in view of our field visits**

Culture

- 1) Differences**
- 2) Difference is often paradoxical: a first trap**
- 3) The situation is the source of a second, fairly common trap**
- 4) Culture is also about the implicit and the unspoken**
- 5) Culture is always about rules and norms**
- 6) Any group may be characterized by a particular culture**
- 7) In the field of culture, the die is never cast once and for all.**

Inter-culture

- **Interculture or interculturality is about the encounter of several cultures and about how each of them can benefit from this encounter**
- **Misunderstandings, a key word as far as interculturality is concerned**
- **The invisible part**
- **Critical incidents**

Resource questions: survival kit

- **First proposed area of investigation.** How the actors we meet perceive and manage the **interculturality**, i.e. the fact that different groups may hold different and possibly opposing perspectives on the one hand but, on the other hand, and perhaps mainly, also different but converging possibilities of action?

Resource questions: survival kit

- **Second proposed area of investigation, about the differences.** What are the practices, tools, frameworks, rules of the relational game, strategies, experiments or innovations to transform differences into advantages? More precisely :
 - Practices, tools, frameworks,... to **identify the different categories of actors** in the territory regarding the field of action ?
 - Practices, tools, frameworks,... to **decipher and value differences**? For example, what are the means, practices and tools to bring out the resources and strengthen the potential of each category ?
 - Practices, tools, frameworks,... to **make visible “the invisible”**? (people or groups at the margin) ?
 - Practices, tools, frameworks,... **to set out a collective and mutually assumed action** (planning, self-organizing, launching operations, assessing, learning together...)?
 - ...

Resource questions: survival kit

- **Third proposed area of investigation, about the tensions and the potential of disagreement, opposition, contradiction or conflict.** Still the same basic question: what are the practices, tools, frameworks, rules of the relational game, strategies, experiments or innovations to transform conflicts or tension into mutual or common advantages?
 - Practices, tools, frameworks,... to transform conflicts into heuristic / fruitful controversies?
 - Practices, tools, frameworks,... to transform conflicts into available resources (at the disposal of creative processes)?
 - Practices, tools, frameworks,... to use conflict as a means of identifying and recognising groups with divergent but potentially enriching perspectives?
 - Practices, tools, frameworks,... to bridge the apparent gap separating these groups with divergent but potentially enriching perspectives? (that means linking differences, not eradicating them, putting them to work and adding value)?
 - ...

Resource questions: survival kit

- **Fourth proposed area of investigation**, about **empathy**, the perspective of understanding others from their own point of view. Always the same basic question: what are the practices, tools, frameworks or devices, rules of the relational game, strategies, experiences or innovations to trigger and to manage empathic processes? According to the experiences lived through by people and organizations met the two next days

Significant narratives

- Besides raising resource question, narratives provide a second entry-point to address intercultural issues.
- Make people met tell you **their intercultural stories**