

The **INTERTool** project, supported by the **European Commission** from 2006-2009 has developed **3 key outcomes**:

GUIDANCE PUBLICATION
WRITTEN DOCUMENT FOR BACKGROUND READING AND REFERENCE

VIRTUAL INTERCULTURAL TEAM TOOL (VITT)
WEB BASED TOOL FOR DEVELOPING YOUR OWN TEAM AND MONITORING THE PROJECT PROCESS

FACE TO FACE TRAINING
EXPLORATION, GROUP WORK, DISCUSSIONS

Individual support
Project partners also offer further individual support and introduction into the tool.



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EUROPEAN PROJECTS
CULTURE COMMUNICATION TOOL KIT



Aims of the Tool kit

The aim of the culture communication Tool kit is to provide European project leaders and teams in adult education and lifelong learning with the basic specific intercultural competencies necessary for successful transnational cooperation.

Project reality shows that there are multiple challenges and opportunities brought by diversity in the partnership of a European team.

Some of these challenges are:

- Reconciling different communication and working styles and values
- Securing equality in the partnership caused by differences especially in the field of language competencies and cultural values
- Facilitating an effective type of moderation to solve problems during the project process taking into regard the emotional aspects of intercultural communication
- Organising intercultural communication in virtual environments
- Facilitating, mostly by virtual means, an efficient and effective intercultural team-building process

The tool kit makes this diversity explicit from the beginning and helps teams to structure and manage it in a successful way.

The different components of the Tool kit

The INTERtool kit is a practical tool that can be used by European project teams throughout the lifetime of the project.

Guidance Publication

The Guidance Publication provides background reading and information on intercultural issues with a specific focus on European projects. It is based on practical experiences of individuals and organisations involved in project work. Data gathered through a basic survey in the framework of the INTERtool project forms the basis of the theory and underlying principles that are being addressed by the tool kit. Quotes and case studies from real project life make it easy and enjoyable reading and helps avoid some of the intercultural pitfalls such as stereotyping and non-sensitive communication.

Virtual Intercultural Team Tool

The VITT has been designed with the aim to assist European project teams to improve intercultural communication and build on their cultural diversity for an effective implementation of their projects. It is a process-focused tool providing support to European project teams in three key processes of project implementation:

- the kick-off of the project, starting the work as a team, task distribution and detailed planning;
- the monitoring of the project implementation;
- the evaluation of the project, at the end of the implementation period.

Additionally, there is also a simple tool, called “Raise an issue”, allowing team members to communicate,

in an anonymous way, issues which they think should be addressed, discussed and clarified within the team.

Face to Face Trainings

The face to face training allows team members who attend one of the courses to explore the principles discussed in the guidance publication with like-minded people, giving participants the opportunity to understand diversity through practical exercises.

The course is delivered as a five day residential face to face course with a relatively small group, in one of the European countries, at scheduled times during the year. Details of these courses are available from the website.

The training covers the following:

- Cultural dimensions and diversity
- Team development
- Leadership
- Stereotyping
- Intercultural communication
- Intercultural competencies
- Introduction to the VITT (virtual toolkit)

There will also be regular web based introductions to the tool. Dates of these will also be announced on the INTERTool website