



Cultural Detective® Business Case International Education

Overview of Client:

Client creates and administers programs that allow U.S. college and university students and educators to study and teach abroad, and international students and professionals to study and work in the U.S. It's mission is "to help people gain understanding, acquire knowledge, and develop skills for living in a globally interdependent and culturally diverse world."

Client is part of a worldwide network of colleges and universities committed to excellence in international education. They champion international education by lobbying government officials, collaborating with other advocacy groups, and raising public awareness. They conduct research projects and international faculty development seminars, in addition to holding international conference and a variety of publications.

"Expansive globalization has made student exchange more relevant than ever. An international exchange of ideas, beliefs, and experiences is critical not only for competitive advantage, but also for compassionate understanding. Growing the next generation of leaders who can adapt quickly to changing realities is possible through exchange programs, which is why we work with our membership to shape the future of international exchange.

Opportunity/Needs:

Client has staff based in over 40 countries around the globe in which they have programs. These staff welcome incoming students and teachers to the country, orient them to their new environment, and coach and counsel them during their time abroad.

Orientation, training and coaching programs need to be both globally consistent and locally (and individually) appropriate. Such programs should be focused on developing interaction skills, in keeping with the Client's mission.



Cultural Detective Solution:

The Cultural Detective method and core capacities were incorporated as the backbone of the Client's global training and resource Tool Kit, used by resident directors and staff worldwide.

Cultural Detective Benefits and/or Measurable Results:

Cultural Detective provides a consistent method for teachers, students and resident staff to develop intercultural competence. It is a method that is engaging and accessible to learners at each stage of the Developmental Model of Intercultural Sensitivity.