

# Aligning Global Competence Training & Language Learning

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**Where do we find crossover between  
language learning and global  
competence?**

# Explicating Global Citizenship



Global Competence Certificate (GCC) at Global Village Calgary



Congruence between language learning and GCC



Global Competence and UN Sustainable Development Goals



Skill development: language and global citizenship

# Student\* and Instructor\*\* insights

*\*1. “Many things were useful in the course especially when I studied “cultural surprises and irritation”. Because I learned I can better understand these contexts.”*

*\*2. “All the course was incredibly useful! It gave me a huge understanding about behaviour, culture, communication and I learned more about myself.”*

*\*3. “There was a great balance between classroom discussion and time spent doing online lessons. I was very happy to have chosen this course. In addition, I learned a lot and had relaxed and introspective moments.”*

# Students and Instructors insights

*\*4. “We watched TED Talks many times. It was good for me because I think my listening skill was improved. Also, I like meditation. I always tried to think “nothing” but it was hard. I will keep at it.”*

*\*5. “I improved my English a lot. We learned a lot of important words and expressions and we talked about controversial topics.”*

*\*\*6. “The most surprising thing for the students is how much they learn about their own culture.”*

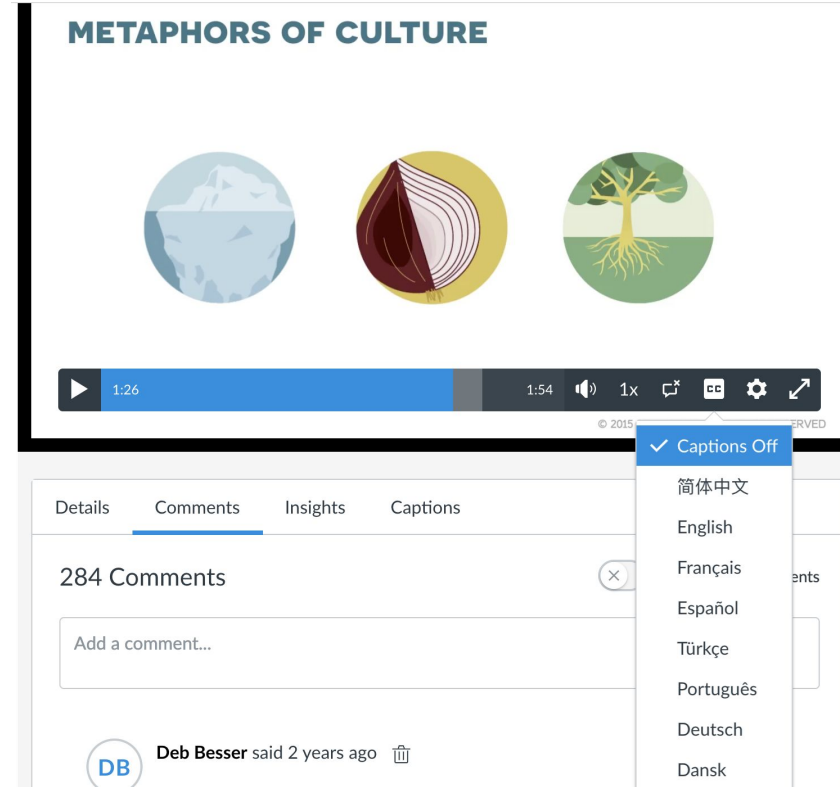
“Aligning language education with global competence training is instrumental in helping our students to become even better global citizens”



**What makes up  
the Global Competence Certificate?**

# Global Competence Certificate Program

- Individual online accounts
- 18 modules with video content
- Subtitles available in multiple languages
- Online Forum space
- Online quizzes and assignments
- Verified certificate of completion



The screenshot displays a video player interface. The video title is "METAPHORS OF CULTURE". The video content shows three circular icons: a globe, a cross-section of an onion, and a tree with roots. The video player controls show a progress bar at 1:26, a total duration of 1:54, and various settings icons. Below the video player, the comment section is open, showing "284 Comments" and a text input field with the placeholder "Add a comment...". A dropdown menu is open, showing the "Captions Off" option selected, along with a list of languages: 简体中文, English, Français, Español, Türkçe, Português, Deutsch, and Dansk. A comment by "Deb Besser" is visible, dated "2 years ago".



# Live Reflection

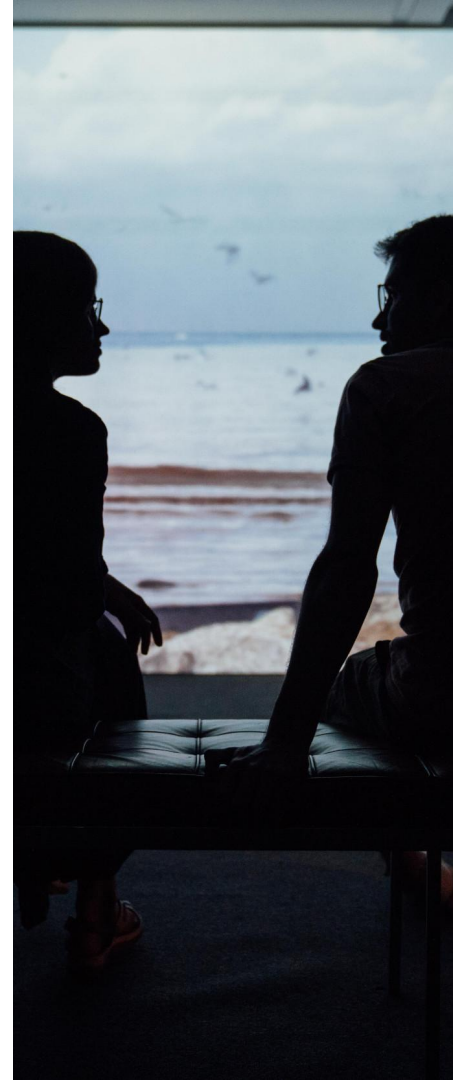
- Qualified Facilitators
  - Training program
  - Detailed manual
  - Certification process
  - Benefits: **LinkedIn** & Workplace community for QFs

## Licenses & Certifications



**Qualified Facilitator of the Global Competence Certificate**  
Global Competence Certificate

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# Flow of the GCC:

## Students complete modules 1-9

---- **Stop:** Attend First Facilitated Dialogue Session

## Students complete modules 10-16

----- **Stop:** Attend Second Facilitated Dialogue Session (could be one or two)

## Students complete modules 17-18

---- **Stop:** Attend Final Facilitated Dialogue Session

**Receive Certificate**

Practice paying special attention to the way you and others communicate



Refrain from passing judgment



Is it high context or low context?

Try code shifting to the communication style of the person you're talking to

*Video snippet of module on communication styles*



GCC learners are **more effective** intercultural communicators, they are **equipped** to resolve conflict and are able to bridge differences.

# New study validates the effectiveness of AFS Global Competence Certificate Program

# Global Competence Certificate Structure

**G**uided, facilitated experience through a series of online modules

**P**eer learning via forums and discussion.

## Metaphors of Culture (Part 1)



*visible and invisible elements*



01:33

01:54



1x

CC



ES

Erwin Schmidt 6 days ago

To me it's visible or invisible representations of a community's values, beliefs and "way of..."

↑ Upvote   ← Reply



AC

Amber Collins 6 days ago

The first things that come to mind are indeed visible things such as the fashion style, the food or the architecture. But I find it difficult sometimes to differentiate the "visible" from the "invisible". I mean that it appears natural for a "visible" cultural trait to also be directly linked to something "invisible". A fashion style happens because it is trendy but it can also represent value of the culture it's from, hence the visible linked to the invisible...

↑ Upvote   ← Reply

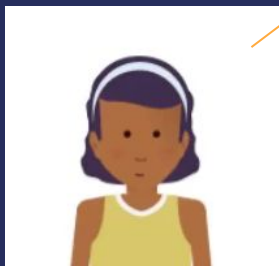


ES

Erwin Schmidt 6 days ago

I didn't see things with such perspective, this is quite an interesting way to put it too. Thank you for bringing it up!

↑ Upvote



ES

Erwin Schmidt 6 days ago

I prefer low context communication. I like to say things straight to make sure the message is clear and to avoid misunderstanding. I also don't really like to "lose my time" to beat about the bush when something could be said simply even if it is straightforward.

↑ Upvote   ← Reply

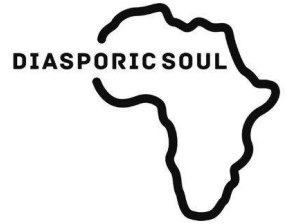


# Our partners

**AUGSBURG**  
UNIVERSITY

**PURDUE**  
UNIVERSITY

UNIVERSITY of  
**INDIANAPOLIS**



**Now we have a new  
version:**

**GCC 2.0**



# Newly Added GCC Modules

## New Modules for GCC

Why am I here?

Observe your context

**Empathy & Listening**

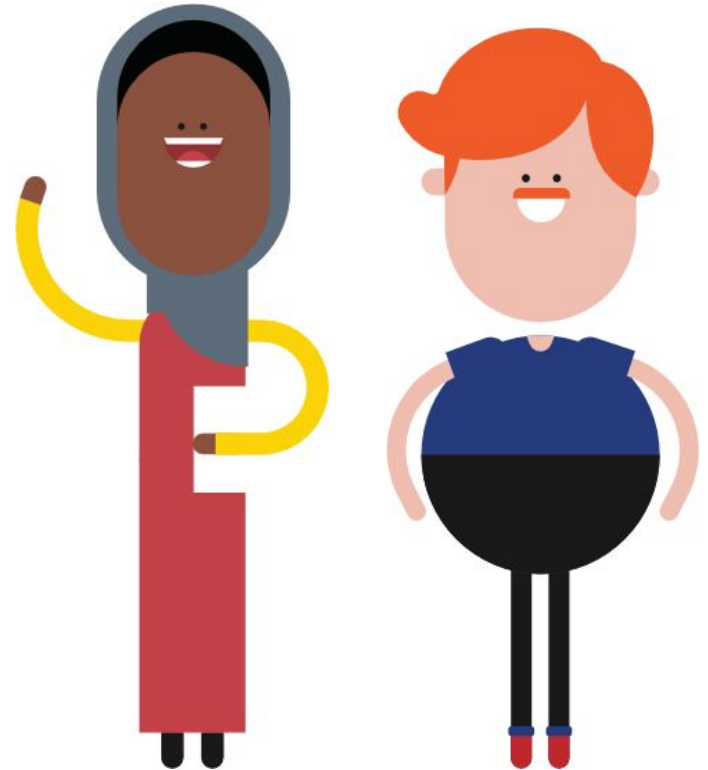
Polarization

Understanding Inequality

21st Century Skills

Building your innovation toolset

What have I learned so far?



# Empathy as an element to global and language learning

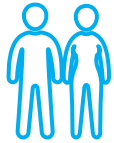
Empathy can be defined as:

*The capacity of understanding another person's feelings, experiences and emotions as if they were your own. In other words, being able to put oneself in someone else's shoes.*



**How does Empathy  
& Active Listening  
contribute to Language Learning?**

# Research shows that Empathy...



Increases our ability to create new relationships and build long-lasting friendships



Makes our work more effective because it allows us to treat the people we work for well



Makes us have healthier relationships with family and helps us to support others when they are in need

# And how does Empathy help with listening?



Makes us better bosses and coworkers, empathy being one of the ingredients of our **capacity to collaborate**.



An empathic listener listens attentively to others and does all that they can to get **behind the words** the speaker is using & sense their emotional state and needs.



Makes us more tolerant and open-minded, as we are able to imagine how others feel and **connect** with them through that.



Makes us better equipped to **bridge differences** and connect with people who are different from us.

# Active Listening & Teaching Empathy



Four kinds of listening

**Downloading:** listening for what you already know

**Factual listening:** listening for what surprises you

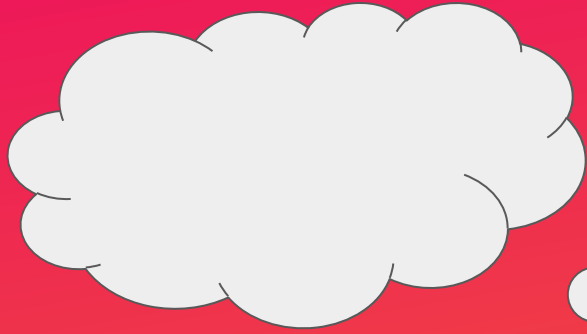
**Empathic listening:** listening with empathy for the other's experience

**Generative listening:** listening from a deeper source that seems to embrace your truth and theirs.

Source: Scharmer, Otto. *The essentials of Theory U: Core principles and applications*, pp. 41-42.



# Video on Empathy and Active Listening



**If you have experienced any of the  
those listeners,  
What is that like for you?  
What do you tend to do?**



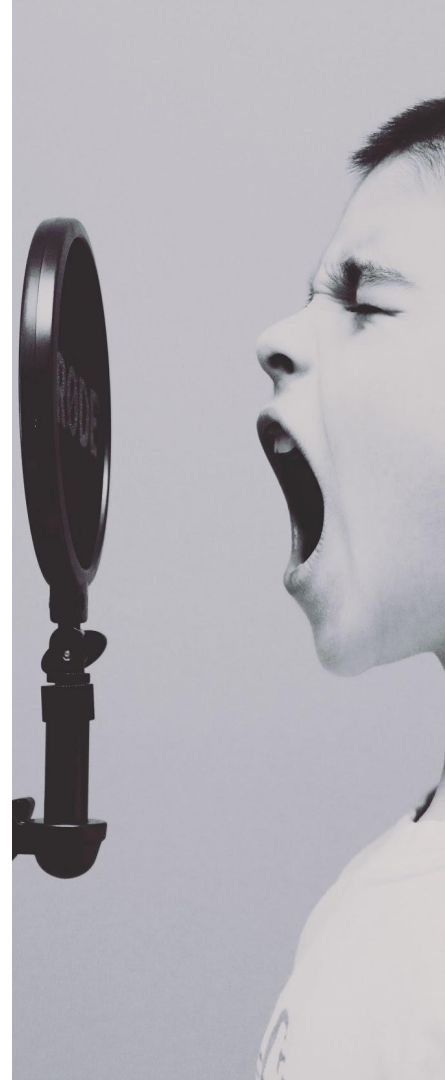
# What does Active Listening Look Like?

# Let's try this out!

*We'll give you an example...*

## First steps

1. Turn to the person next to you
2. Decide who will be the listener and who will be the sharer
3. Ask them about the **best** part and the **worst** part of their journey to get to Vancouver (or to this conference)
4. Test out your own active listening skills



# How *Listening to Understand* helps us here, abroad & in our quest to address challenges

We are listening actively when:

- We listen not only to the words, but also the emotions, intonations, emphasis and body language of the speaker
- We try to understand what's being said between the lines
- We repeat what we have heard to check if we understood it correctly
- We embrace what the other person says, no matter if we agree or not
- If needed, we make clear that having understood does not mean that we agree

# Let's try this out!

## Next steps

→ Share to the group

### For the sharer,

1. How did it feel to be listened to in this way?
2. What did you notice your listening partner doing that made you feel heard?

### For the listener,

1. Could you empathize with the person you were listening to?
2. What surprised you about this process if anything?



# Closing Thoughts & Questions

