

## **Training on Intercultural Communications**

Trainers: Deborah Swallow & Livingstone Thompson

### **Feedback from the Levan Mikeladze Diplomatic Training Centre of the Ministry of Foreign Affairs of Georgia and the NATO-Georgia Professional Development Programme (NATO-PDP)**

Training on Intercultural Communication was organized 4 times by the Levan Mikeladze Diplomatic Training Centre (DTC) of the Ministry of Foreign Affairs (MFA) of Georgia. The first one was implemented under the EU funded project – “Capacity Building in International Relations, Georgia” - as a part of the long course for 2015 recruits of MFA delivered by the British expert, Deborah Swallow together with the “associate trainer to be” of the DTC, Nino Chikovani, who acted as an observer. The next 3 seminars on Intercultural Communication were implemented jointly co-funded with the NATO-Georgia Professional Development Programme (NATO-PDP) conducted by two trainers, Deborah Swallow and Livingstone Thompson. In 2015 they delivered a seminar for the civil servants from different government institutions of Georgia working in international relations departments. Topics included cultural characteristics of different countries, cultural differences and their influence on international relations, etc.

After the successful implementation of the training, the DTC decided to plan another seminar which would include a TOT component and as a result a pool of Georgian experts would be created who would be able to conduct 1 day training on Intercultural Communications. For that occasion, the DTC approached Deborah Swallow and Livingstone Thompson again with the request to prepare a Facilitator’s Guide for the future Georgian trainers that would help them in developing the module. The workshop was held in 2016 and consisted of 2 components – 1. TOT; 2. Actual Training. The two day TOT workshop was followed by the actual training. The feedback for both components was very good both from the Georgian trainers and the participants of the actual training.

The feedback from the TOT participants highlighted the obvious need to organize a more in-depth TOT workshop that would provide the participants with a broader knowledge of the topic and

enable them to develop a tailored 2 day cross-cultural communications training course enriched with examples from their own experience.

The third seminar was held in April 2017. Like the previous one, it consisted of two components: Component I – Training of Trainers (TOT), built on the experience of the previous one; Component II – Actual Training for participants from different state institutions working in the area of International Relations.

Like the previous ones, the seminar had a very positive feedback from the participants. Here are the extracts from the participants' evaluation:

“Very much satisfied with the course. Thanks a lot to Dr. Swallow and Dr. Thompson.”

“Special thanks to the best trainers!”

“Each part of the seminar was interesting and useful. I gained a great experience.”

“Thank you for interesting, useful training. I took a great experience and hope to use it in my everyday life. Special thanks to the trainers, both are amazing and did their best!”

“Keep such kind of trainings, with the same trainers.”

“Thanks a lot, Debby and Livi, I am sure our professional and personal friendship and cooperation will continue forever and will be mutually beneficial which will result in the fact that the results of our handwork will be positively reflected in the changes taking place in our country. I don't say good bye, I say – “See you”.”

As a result, thanks to NATO-PDP, the DTC has a pool of Georgian trainers (7 people) able to conduct a 2-day training on Intercultural Communications, also a larger group (80 people) of culturally literate and competent Georgian civil servants. We highly recommend this course and trainers to relevant institutions.