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### **Project Outline Letter:** Enhancing volunteers' intercultural competence

To whom it may concern,

Together with SIETAR UK (Society for Intercultural Education, Training and Research, <http://sietar.co.uk/wordpress/>), I want to invite you and your volunteer team to take part in **one of two free one-day intercultural competence training sessions**. The one-day intercultural training session is split into two topics: the morning session will look into volunteers' cultural awareness and intercultural competence development; the afternoon session will look into how they can pass on the new knowledge and skills to refugees to improve their adaptation to the UK. We have space for 12 volunteers per session - thus, 24 volunteers (18+ years, male and female, UK nationals or residents) in total can take part. On the basis of these sessions, SIETAR UK and I plan to write an intercultural training program booklet that can be used for free by organisations such as yours to train new volunteers.

### **The Research Aspect**

As mentioned above, the intercultural training sessions are free of charge as it will be covered by a Research Fund from the University of Warwick. In so doing, the two free intercultural training sessions are part of a research project which explores the following questions:

- Do volunteers benefit from intercultural competence training in their work with refugees? And in turn, does it help refugees in their cultural adaptation to the UK?
- How does the training affect volunteers with regard to their own cultural awareness and identity?
- Is there a specific mindset required to "make the most" of the training (e.g., to be more engaged, ready)?

To investigate these research questions, 12 participants each from the 24 volunteers in total will be randomly allocated to one of the following groups. One group of participants will be part of a mindset intervention. This intervention will take place in form of a 30 minute individual Skype training with each of the participants one week before the intercultural training session (trainer: Neil Addington, Sport Psychologist). Participants will also be asked to practice the mindset technique during the week before the intercultural training session takes place. The other group of participants will only take part in the intercultural training session.

During this process, participants will be asked to fill out short online questionnaires before the mindset intervention starts, one day before the intercultural training session and one day after. One week after the training session, participants will also be invited to take part in a 30 minute Skype interview (audio recorded).

### **Participant Compensation Fee and Data Management**

Volunteers in both groups will be provided with a compensation fee. Participants in the experimental group (those who attend the mindset training) will receive £50 (after the final interview). Participants in the control group (those who do not attend the mindset training) will receive £30 (after the final interview).

Please note that if participants wish to withdraw from the study prior to the intercultural training session, no compensation fee can be granted. If they wish to withdraw after filling out the extended questionnaire that follows the one day intercultural training session, participants will receive 50% of the original compensation fee (.e., instead of £50 they receive £25; instead of £30 they receive £15). In such a case, participants will be asked at the end of the intercultural training session by me the investigator to provide their bank details.

In line with the General Data Protection Regulation regulations, only the investigator has access to the raw data set and responses during the interview that may contain names, addresses or specific locations will be anonymised before used in any publication.

### How can you participate?

If you think that you and your volunteer team are interested in this offer, please pass on this project outline to your members. Those who wish to take part should confirm their interest by emailing me by the 24<sup>th</sup> of April, 2018: [K.Lefringhausen@warwick.ac.uk](mailto:K.Lefringhausen@warwick.ac.uk)

Once I received such a confirmation email, participants will receive an information package including the following:

- Participant Information Sheet and Supplementary Information Sheet which outlines the project, its benefits and any risks that may occur for participants to read.
- **Consent form for participants to digitally sign and send back to me asap (the latest by the 8<sup>th</sup> of May, 2018)**

Once the consent form has been received, I will provide further details on which group the participant is part of (control or experiment), and when the training sessions (mindset intervention and/or intercultural training session) take place as well as when to expect an email with the online survey links.

Notably, to take part in the study, I as the investigator will therefore need participants' email address to forward the online survey link, a Skype (or telephone) contact for the mindset intervention and follow up interview and bank details (verbally during the Skype interview). Regarding the bank details, alternatively, participants can also come to my office to receive the money in cash (Room 0.13, Social Science Building, Warwick University, CV4 7AL, Coventry) after the interview.

### Overview

In short, SIETAR UK and I are offering you two free one day training programs for 24 of your volunteers (usual fee for such a training would be £1,200). 12 of the participants will also receive extra mindset training (usual fee for such a session would be £30 per person). Moreover, we offer a free intercultural competence program booklet for you and other volunteer organisations to use to train new volunteers who works with refugees.

If you have any questions or would like to hear more about this project, please do not hesitate to get in contact with Ciaran O'Brian (Director of Community Development, SIETAR UK, [Academic@sietar.co.uk](mailto:Academic@sietar.co.uk)) or me.

Yours sincerely,  
*Dr K. Lefringhausen*

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