

From SPICES to e-SPICES

2 projects funded by the European Commission

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e-SPICES final conference, CLA, 27 May 2010**



SPICES

2005-2007

Social Promotion of Intercultural Communication Expertise and Skills
224945-CP-1-2005-1-IT-GRUNDTVIG-G11 / Grundtvig Training Courses

www.trainingspices.net



e-SPICES

2008-2010

electronic Social Promotion of Intercultural Communication Expertise and Skills
2008-1-IT2-GRU06-00547 1 / Grundtvig Learning Partnership

www.e-spices.net

Diapositiva 2

GK1

SPICES

has been funded between 2005-2007, and is still alive;

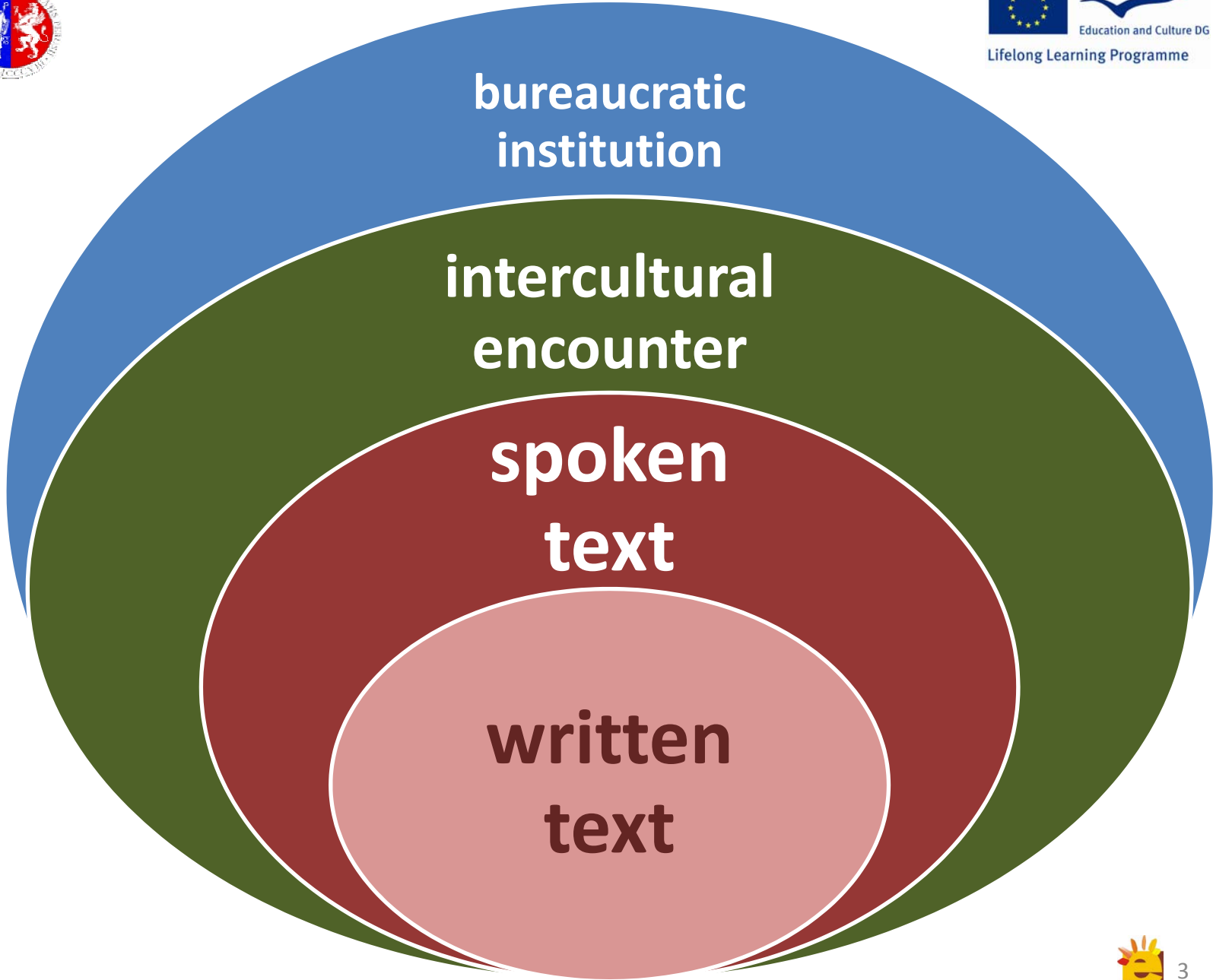
it means Social Promotion of Intercultural Communication Expertise and Skills

and is a Training course for adults (Grundtvig)

e-SPICES is the electronic Social Promotion of Intercultural Communication Expertise and Skills

and is a Grundtvig Learning Partnership funded between 2008-2010.

Gabriella Klein; 06/06/2010



Diapositiva 3

GK2

The context of these 2 projects is given by the bureaucratic-institutional settings in which we can observe intercultural encounters during which we obviously have to talk, so we can collect “spoken texts” from the “talk-in-interaction” and finally we usually or often have to deal with written texts (spec. forms to fill in) during such interactions.

Gabriella Klein; 06/06/2010



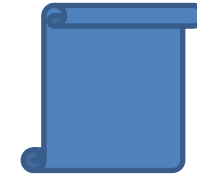
SPICES

TRAINING METHODOLOGY

intercultural communication in institutional settings



written texts



- forms to fill in
- instruction for filling in forms

talk-in-interaction

- recordings of service encounters
- transcription of video recording

words & visual elements

- words
- voice
- body
- visual elements

Diapositiva 4

GK3

So in SPICES we collected such texts – spoken and written, analysed the interplay between the use of words and visual elements - for written texts

and the interplay between words & voice and body & visual language – for spoken texts

This work became a basis of our training methodology in intercultural communication in institutions, we have been working out during SPICES.

Gabriella Klein; 06/06/2010

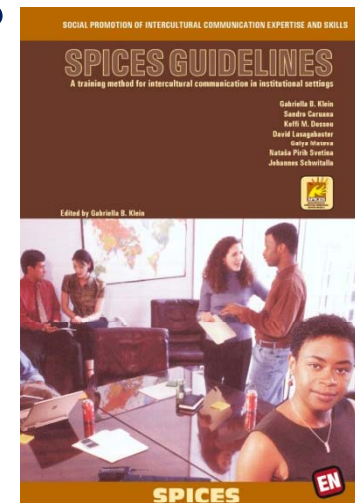


SPICES GUIDELINES 2007 for ICC trainers & facilitators



TOOLS

to create learner-centered training material
tailor-made for any kind of institutional context



targeting



adults-in-mobility

- work
- immigration
- asylum
- tourism
- study
- commerce...

adults-in-contact-with-mobility

- front desk personnel
- L2 educators
- etc

Diapositiva 5

GK4

This work has been published in the SPICES GUIDELINES 2007 FOR ICC course participants who are or will become Trainers and facilitators
The SPICES GUIDELINES offer TOOLS for creating learner-centred training material tailor-made for any kind of institutional context
targeting AMs as well as ACMs.

Gabriella Klein; 06/06/2010



SPICES AWARDS

2006



2008



2009

Best Practice from EU Programmes 2000-2007
European Year 2009
Creativity and Innovation



Diapositiva 6

GK5

SPICES has received various acknowledgments and 3 important awards:

in 2006 the EUROPEAN LABEL

for promoting teaching and learning of L2

in 2008

the Silver Awards for Quality in Mobility within the Grundtvig LLP action

in 2009

it has been selected as the first 20 projects qualified as Best Practice for Creativity and Innovation.

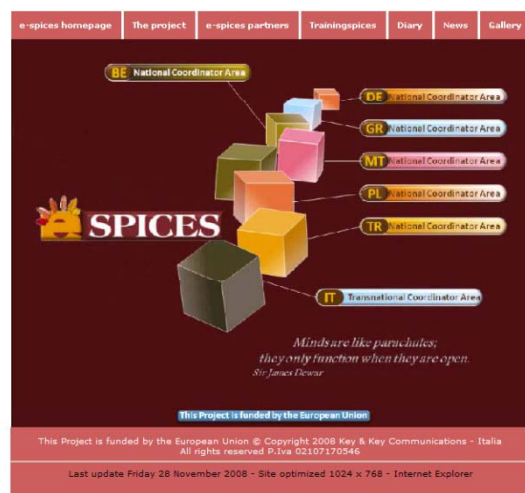
Gabriella Klein; 06/06/2010



e-SPICES

LEARNING PARTNERSHIP

integrates the SPICES ICC training methodology
with further competencies & resources



creation of an electronic platform
for communication & learning

written texts > forms
&

talk-in-interaction > transcriptions

experimental learning paths

Diapositiva 7

GK6

SPICES then continued in the e-SPICES project where some former SPICES and new partners integrate further competencies and resources. e-SPICES implemented an electronic platform where the resources have been uploaded and enlarged: with written texts (esp. forms) transcripts of talk-in-interaction and some experimental learning paths.

While SPICES was carried out mainly by language and communication experts – L2 teachers, linguists, conversation analysts, communication trainers,

e-SPICES gathers more differentiated competencies that constitute an additional value.

Gabriella Klein; 06/06/2010



Università degli studi Perugia & Associated Partners – ITALY

conversation analysis & visual communication

e-learning

Mehmet Beğen İlköğretim Okulu
Okul Aile Birliği – TURKEY

ICC competence

Erasmus Hogeschool
Brussel - BELGIUM

terminological approach

Placówka Kształcenia
Ustawicznego EST – POLAND

online courses
monitoring & evaluation

e-ISOTIS - Information Society
Open to ImpairmentS – GREECE

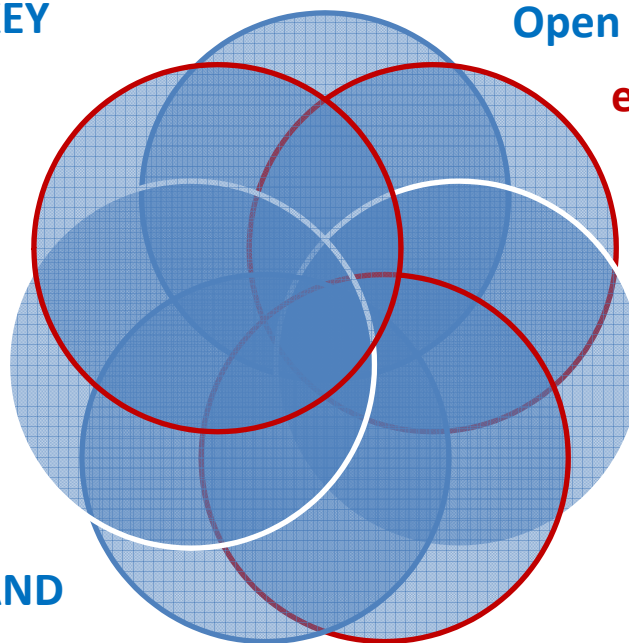
e-learning experience

L-Università Ta' Malta –
MALTA

Let Me Learn
pedagogical approach

Forschungsinstitut Betriebliche Bildung
(f-bb) gGmbH – GERMANY

ICC online resources



Diapositiva 8

GK7

UNIPG as coordinating institution has added an e-learning perspective
we have other e-learning experiences given by the PL partner EST and the GR partner e-ISOTIS
ICC online resources (and Katharina from Germany will talk about this later);
we have an internal evaluator who monitors our work;
we have an innovative approach namely "LML" from Malta
and a very specific intercultural approach on terminology.

This is now a very strong partnership which recently presented new project proposals, always dealing with the same or similar issues but for more specific targets.

All these issues still have to be explored by means of analytical tools of linguistics, sociolinguistics, and visual communication.

And here I see a field where university and LLL research can concretely contribute to the everyday work of the institutions, in a constant mutual learning process.

Gabriella Klein; 06/06/2010



CONFERENCE PROGRAMME

Bureaucratic texts & terminological issues

Interactions in institutional settings

ICC training & European integration

Diapositiva 9

GK8

Here we come to the conference programme:

it is articulated in 3 parts:

the 1st on Bureaucratic texts & terminological issues

after the coffee break we will have some presentations of Interactions in institutional settings

and after the lunch we will tackle problems regarding ICC training & European integration.

The during the afternoon coffee break we will have the poster discussions, where we can deepen some knowledge, ask questions individually to the exhibitors and do networking.

Gabriella Klein; 06/06/2010



**Minds are like parachutes.
They only function when they are open**
(by Sir James Dewar 1842–1923)



Diapositiva 10

GK9

Now let me conclude with our motto quoted from the British chemist and physicist Sir James Dewar:

“Minds are like parachutes. They only function when they are open.”

Gabriella Klein; 06/06/2010



**THANK YOU / DANKE
GRAZIE / GRAZZI / GRACIAS**

**foreign citizens
public servants**

from all the partner countries of SPICES & e-SPICES

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Diapositiva 11

GK10

Eventually a warm thank you to all foreign citizens (Adults-in-Mobility) and public officials (Adults-in-Contact-with-Mobility) from all partner countries for contributing to our success.

With acknowledgement to all and from Malta and Italy for their support in the collection of written texts and the video-recording of service interactions and their feedback within the testing sessions.

For Italy a special thank you goes to the Municipalities of Perugia and Corciano as well as to our University Erasmus Mobility Office.

Gabriella Klein; 06/06/2010