

International Staff Week: 5-day Interactive Workshop

From 04 to 08 May 2026

Hosting Across Cultures: From Awareness to Empathy and Effective Action

Approach: Experiential learning, reflection, embodied awareness, storytelling, group dialogue

DAY 1

Culture Begins with Me:
Self-awareness and cultural lenses

Recognize that every one has cultural habits, assumptions and emotional signatures

Become conscious of one's «autopilot» behaviours and invisible values

Appreciate the difference between intention and perception

Listening Beyond Words: Communication as co-creation of meaning

Recognize how tone, silence, timing and emotion shape understanding

Practise deep listening and noticing one's internal reactions

Explore how context and relationship define «effective» communication

DAY 2

Navigating Uncertainty and Complexity:
Managing intercultural and emotional complexity

Identify how uncertainty, stress or emotional triggers affect intercultural situations

Practise curiosity and perspective-taking instead of quick judgment

Use simple frameworks to analyse and de-escalate misunderstandings

Day 3

City tour of Milan

Free time

Day 4

Belonging, Empathy and Connection: creating Psychological safety and inclusion for International Students

Understand empathy as both emotion and skill

Recognize barriers to belonging in administrative procedures

Co-create practices for inclusive hospitality

Day 5

From Insight to Action:
Integrating learning into daily practice

Synthesise personal and collective insights

Translate empathy and awareness into concrete actions

Establish shared principles and accountability