



Weiterbildung und Entwicklung /  
Formation et développement

Training and Development /  
Aggiornamento e sviluppo

2016

cinfo 



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Alles wandelt sich – unser Umfeld, unsere Arbeit und unsere persönliche Situation. Nichts bleibt unverändert. Und es gibt gute Neuigkeiten: Das menschliche Gehirn ist dafür geschaffen, dass wir uns an neue Herausforderungen anpassen können. Eine eigentliche Lernmaschine ist es. Die Frage ist also «Brauche ich diese Maschine und bin daher bereit für künftige Veränderungen oder schalte ich sie aus?» Ersteres ist verlangt nach mehr Anstrengung, ist aber sicher klüger. Auch eine gute Neuigkeit ist, dass Lernen heute auf viele verschiedene Arten geschehen kann. Vergessen Sie das Ruhigsitzen in stickigen Zimmern während Sie seltsame Theorien von langweiligen Kursleitern vorgetragen bekommen. Bei cinfo gehören zum Lernen auch anregende Videos auf YouTube zu sehen, mit Gleichgesinnten in Onlineforen Ideen auszutauschen und zu diskutieren und von Beratern individuelle Begleitung und Tipps zu erhalten. Zusammengefasst: Weiterbildung und Training bei cinfo soll auch Spass machen! Und dies meinen wir ernst. Wählen Sie aus unserem Angebot für 2016 aus, was Sie im Moment weiterbringt und melden Sie sich an auf [www.cinfo.ch](http://www.cinfo.ch). Im Sinne von Mahatma Gandhi: Lebe, als würdest Du morgen sterben. Lerne, als würdest Du für immer leben.

Ich freue mich darauf Sie bald kennenzulernen, online oder in Biel.

Daniel Glinz  
Berater und Trainer cinfo

Tout change : notre environnement, notre travail et notre situation personnelle. Rien ne reste jamais pareil. Et il y a de bonnes nouvelles : le cerveau humain est conçu pour que nous puissions nous adapter à de nouveaux défis. C'est une véritable machine à apprendre. La question est donc la suivante : «Est-ce que j'utilise cette machine et suis ainsi prêt à affronter de futurs défis ou est-ce que je l'éteins ? » La première solution demande certainement plus d'efforts, mais est aussi plus intelligente. Autre bonne nouvelle : on peut apprendre de plusieurs manières aujourd'hui. Fini le temps où l'on restait assis dans des locaux mal aérés pendant que des formateurs ennuyeux présentaient des théories bizarres. Chez cinfo, apprendre signifie aussi visionner des vidéos stimulantes sur YouTube, échanger des idées et discuter avec des personnes ayant les mêmes intérêts sur des forums en ligne et bénéficier d'un accompagnement individuel ainsi que de recommandations de la part de conseillers. En résumé : le perfectionnement et la formation doivent aussi être un plaisir chez cinfo ! Et nous prenons cela au sérieux. Choisissez ce dont vous avez besoin maintenant pour avancer dans notre offre de cours 2016 et inscrivez-vous sur [www.cinfo.ch](http://www.cinfo.ch). Comme disait Mahatma Gandhi : Vis comme si tu devais mourir demain. Apprends comme si tu devais vivre éternellement.

Je me réjouis d'ores et déjà de faire votre connaissance sur Internet ou à Bienne.

Daniel Glinz  
Conseiller et formateur chez cinfo

Change happens everywhere in our world: neither our workplaces nor our personal situations stay the same. But there is good news: the human brain is designed to help us adapt to new challenges. It is an excellent learning machine. The question is, therefore, am I going to use it to prepare myself for future changes – or am I going to shut it down? Although it may require a little more effort, the first option is probably smarter. The fact that learning takes so many different forms is also good news. Forget about sitting still in a smelly classroom and listening to the murky theories of a soporific professor. At cinfo, learning includes watching inspiring videos on YouTube, exchanging ideas and debating with peers in online forums, and receiving personalised advice and support from a coach. To sum up, learning at cinfo is fun! And we are serious about it. Now all you have to do is to choose what is best for you at the moment and register on our website. Our passion for learning is reflected in a quote from Mahatma Gandhi: Live as if you were to die tomorrow. Learn as if you were to live forever.

Looking forward to meeting you soon online or in Bienne,

Daniel Glinz  
Advisor and trainer cinfo

Stiamo vivendo un processo di grandi trasformazioni – nel nostro ambiente, nel nostro lavoro e nella nostra situazione personale. Non c'è niente che rimanga immutato. E ci sono delle buone novità: il cervello umano è fatto in modo tale da adattarsi a sfide nuove. È una vera e propria macchina di apprendimento. Quindi la domanda è: «Ho bisogno di questa macchina e sono pronto per futuri cambiamenti o preferisco spegnerla?» La prima opzione è più impegnativa, ma è quella più intelligente. Un'altra buona novità è che l'apprendimento può svolgersi oggi in diversi modi. Dimenticatevi di stare fermi in un'aula soffocante mentre siete costretti a sorbirvi bizzarre teorie di noiosi docenti. Presso cinfo l'apprendimento consiste anche nel guardare video stimolanti su YouTube, condividere e discutere le idee in forum online con persone che hanno affinità di vedute e ricevere consigli e un accompagnamento individuale da consulenti. In sintesi: aggiornamento e apprendimento presso cinfo devono essere anche un divertimento! Parliamo sul serio. Scegliete dall'offerta 2016 il modulo migliore per voi e iscrivetevi su [www.cinfo.ch](http://www.cinfo.ch). Nello spirito del Mahatma Gandhi: vivi come se dovessi morire domani. Impara come se dovessi vivere per sempre.

Sono lieto di fare presto la vostra conoscenza, online o a Bienna.

Daniel Glinz  
Consulente e trainer presso cinfo

## Managing Remote Teams

Today's development and humanitarian aid projects are generally carried out by people working in different locations. Leading, managing and coordinating remote teams, which are often also culturally diverse, is a real challenge. Being familiar with the latest technological communication tools is not enough. Building bridges across cultures and distance requires a new mindset as well as developing specific skills and attitudes. This five-step, blended-learning programme allows leaders and managers of dispersed teams to acquire new insights into, to exchange and reflect upon and to experiment with good practices.

### Learning Objectives

- Adapt your leadership style to the specific conditions of remote team management
- Identify the most striking cultural challenges in diverse teams
- Develop interpersonal communication skills
- Build and nurture trust within teams despite the physical distance

### Target Group

Programme coordinators and project managers who are engaged in humanitarian action and development work and responsible for coordinating, managing and leading staff members in remote locations.

### Starting Date

7 March and 15 August 2016. The detailed dates of all five steps can be found on the website and in the course description.

### Cost

Regular: CHF 930.-, less discount: 790.-  
Reduced fee: CHF 700.-, less discount: 595.-  
Incl. beverages and snacks  
The reduced fee applies to employees of member organisations of Network cinfo (except educational institutions).

### Early bird discount

Register at least 30 days prior to the start date and benefit from a 15% discount.

Details and registration on [www.cinfo.ch](http://www.cinfo.ch)



## Security and Stress Management for NGOs

Living and working abroad requires staff members and employers to adopt safety and security measures, especially in volatile environments and fragile contexts. Managing stress and maintaining a life-work balance also play a crucial role in preventing hazards or minimising their consequences. This course, conducted jointly with the Crisis Management Centre of the Federal Department of Foreign Affairs, provides you with the essential tools you need to develop security conscious behaviour, and to understand and manage stress and health issues. It also introduces legal aspects for organisations and individuals in crisis situations abroad (Swiss Abroad Act).

### Learning Objectives

- Assess the major security risks prevailing in the country of assignment
- Take adequate measures to prevent incidents or limit their consequences
- Apply simple, personal stress management tools related to safety
- Identify situations when emotional first aid should be applied and practise it
- Understand the legal obligations of the Swiss Abroad Act for individuals and organisations

### Target Group

Professionals, and their partners or spouses, preparing to take an assignment in humanitarian action or development work abroad and their spouses; country managers or programme coordinators at Headquarters preparing short visits to the field; managers holding the responsibility to ensure safety and security for the employees.

### Dates

4 – 6 April 2016 and  
5 – 7 September 2016

### Cost

Regular: CHF 930.-, less discount: 790.-  
Reduced fee: CHF 700.-, less discount: 595.-  
Incl. beverages and snacks  
The reduced fee applies to employees of member organisations of Network cinfo (except educational institutions).

### Early bird discount

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Details and registration on [www.cinfo.ch](http://www.cinfo.ch)



## Managing Across Cultures

A training programme in three modules, delivered online. We enable you to manage teams and projects effectively across cultures.

### Webinar

#### Module 1 Communicating Across Cultures

Communicating and interacting with people from other social and cultural backgrounds plays a crucial role in determining the success or failure of any project. This is especially the case in humanitarian action, development cooperation, the promotion of human rights and peacebuilding, where diverse stakeholders are involved. You will learn how to handle these challenges in this webinar and an individual coaching session.

#### Learning Objectives

You are aware of how your own cultural values influence your behaviour, understand the main challenges in communicating across cultures and develop the strategies to improve your listening skills.

#### Target group

Professionals who are working with people from different social and cultural backgrounds and who want to communicate more effectively.

#### Dates

25 February, 26 May and 18 August 2016;  
14:00 – 15:30

Details and registration on [www.cinfo.ch](http://www.cinfo.ch)

#### Programme or single module?

You can attend the whole distance learning programme or just a single module.

#### Cost

##### Single module

Course material, webinar, individual coaching session  
Regular: CHF 300.–  
Reduced fee: CHF 200.–

#### Programme

Course material, three webinars, three individual coaching sessions  
You will get a 15% discount if you register for the whole programme.  
Regular: CHF 765.–  
Reduced fee: CHF 510.–  
The reduced fee applies to employees of member organisations of Network cinfo (except educational institutions).

Details and registration on [www.cinfo.ch](http://www.cinfo.ch)



### Webinar

#### Module 2 Building Trust in Multicultural Teams

Trust is the most important ingredient for any team to be productive. However, the concept of trust varies from person to person and is heavily influenced by culture. As a leader or manager of a multicultural team, building and maintaining trust is one of your top priorities. You will learn how to do this in our webinar and an individual coaching session.

#### Learning Objectives

You can identify and apply the measures needed to establish a common ground in a multicultural team, upon which trust can develop and grow. Furthermore, you learn to create and effectively utilise transparent and flexible communication tools.

#### Target Group

Team members and leaders in the field, and programme managers in the field or at Headquarters.

#### Dates

17 March, 9 June and 15 September 2016;  
14:00 – 15:30

Details and registration on [www.cinfo.ch](http://www.cinfo.ch)

«Live as if you were  
to die tomorrow.  
Learn as if you were  
to live forever.»

Mahathma Gandhi

## Webinar

### Module 3 Managing Conflicts in Multicultural Teams

Unexpected reactions, feelings of uneasiness and misunderstandings happen more frequently in multicultural teams than between people who share a common cultural heritage and similar communication styles. As a manager, you should know how to address these issues properly and will be taught how to do so in this webinar and an individual coaching session.

#### Learning Objectives

You can identify the most common sources of misunderstandings and can spot and defuse conflicts at an early stage, before they produce negative consequences.

#### Target group

Team leaders in the field or at Headquarters, programme managers and professionals who interact frequently with people from different social and cultural backgrounds.

#### Dates

19 May, 23 June and 13 October 2016;  
14:00 – 15:30

Details and registration on [www.cinfo.ch](http://www.cinfo.ch)

## Präsenzkurs mit Beratung

### Laufbahnorientierung – ich weiss, was ich kann

Die Anforderungen in der Arbeitswelt verändern sich schnell. Das bietet Chancen, verlangt aber auch nach Anpassungen oder Neuorientierung. Was kann ich und welche Fähigkeiten will ich in Zukunft einsetzen oder weiterentwickeln? Der Kurs vermittelt Instrumente und Strategien der Standortbestimmung und der Laufbahnentwicklung. Das Angebot besteht aus einem Kurstag in Biel und zwei individuellen Gesprächen zu je 90 Minuten.

#### Ziele

- Seine beruflichen und ausserberuflichen Kompetenzen erkennen und kommunizieren können
- Individuelle berufliche Entwicklungsziele und nächste Schritte definieren
- Mit Instrumenten zur Steuerung der eigenen Laufbahn vertraut sein

#### Zielpublikum

Personen mit internationaler Arbeitserfahrung, namentlich in der IZA, die sich in ihrer aktuellen Stelle weiterentwickeln wollen oder sich in einer beruflichen oder persönlichen Übergangssituation befinden.

#### Sprache / Language

Deutsch, Français, English

Individuelle Gespräche: nach Absprache  
Entretiens individuel: selon participant  
Counselling session: individual

#### Daten / Dates

25.2., 2.6. + 1.9.2016

#### Preis / Coûts / Cost

normal: CHF 860.–  
Ermässigt / réduit / reduced: CHF 640.–  
Inkl. Getränken, Zwischenverpflegung und Stehlunch  
Boissons, collations et repas de midi incl.  
Incl. beverages, snacks and lunch

Die ermässigten Kurskosten gelten für Mitarbeitende von Mitgliedsorganisationen von Netzwerk cinfo (ohne Bildungsinstitutionen).

Le tarif réduit s'applique aux collaborateurs des organisations membres de Réseau cinfo (sans institutions de formation).

The reduced fee applies to employees of member organisations of Network cinfo (except educational institutions).

Details / Anmeldung / Inscription /  
Registration: [www.cinfo.ch](http://www.cinfo.ch)



## Orientation de carrière : je connais mes atouts

Les exigences du marché du travail évoluent rapidement. Des chances s'offrent et selon la situation, des adaptations ou une nouvelle orientation sont nécessaires. Quels sont mes atouts et quelles capacités vais-je mettre en œuvre ou perfectionner ? Ce cours vous fournit des instruments et stratégies pour votre bilan professionnel et votre orientation de carrière. L'offre comprend une journée de cours à Bienne et deux entretiens individuels de 90 minutes.

### Objectifs

- Identifier ses compétences professionnelles et extra-professionnelles et savoir les communiquer
- Déterminer des objectifs de développement professionnels et les prochaines étapes à franchir
- Connaître les instruments pour piloter en confiance sa propre carrière

### Public cible

Personnes avec une expérience de travail au niveau international, notamment dans la CI, qui souhaitent évoluer à leurs postes actuels ou qui se trouvent en situation de changement professionnel ou personnel.

## Career orientation – I know my assets

The realities of work are constantly changing. While this provides opportunities, professionals are required to permanently adapt and reorient their careers. What are your competencies and which do you want to use and further develop in the future? This training course offers tools and strategies to assess both your current situation and your career development. It comprises a one-day course in Bienne and two individual sessions of 90 minutes each.

### Learning Objectives

- Learning Objectives
- To identify and communicate your professional and personal competencies
- To define your professional goals and the next steps in achieving these
- To get familiar with some current tools to manage your career

### Target Group

People with professional experience in international cooperation, who want to develop and progress in their current position, or who find themselves in a professional or personal transition phase.

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«Tell me and I forget,  
teach me and I may  
remember, involve  
me and I learn.»

Benjamin Franklin

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## Reflexionstag

Die Reflexionstage sind eine Mischung aus Information, Diskussion und Gruppenberatung für Personen, die sich für eine Laufbahn in der internationalen Zusammenarbeit (IZA) interessieren.

### An den Reflexionstagen von cinfo:

- informieren Sie sich vertieft über den Arbeitsmarkt der IZA
- prüfen Sie Ihre Chancen und Motivation
- setzen Sie sich mit Leben und Arbeiten in einer anderen Kultur auseinander
- überlegen Sie sich mit Gleichgesinnten, was Sie unternehmen können, um Ihre Laufbahn in der IZA zu lancieren
- diskutieren Sie mit IZA-erfahrenen Fachleuten Fragen zu Einstieg und Anforderungen
- erhalten Sie aus erster Hand Einblick, was es heisst, in der IZA tätig zu sein.

### Daten

11. Februar, 28. April, 30. Juni, 25. August und 8. Dezember 2016

### Preis

CHF 100.–  
Mit Frühbucherrabatt: CHF 80.–  
Inkl. Getränken, Zwischenverpflegung und Stehlunch  
Melden Sie sich bis 14 Tage vor Beginn an und profitieren sie von einer Reduktion von 20%.

Details und Anmeldung unter [www.cinfo.ch](http://www.cinfo.ch)



## Journée de réflexion

Les journées de réflexion sont un mélange d'informations, de discussions et de consultations de groupe. Elles sont organisées pour des personnes qui envisagent de s'engager dans la coopération internationale (CI) pour une carrière à long terme.

### Durant les journées de réflexion de cinfo:

- vous en saurez plus sur le marché de l'emploi dans la CI,
- vous pourrez vérifier vos chances et votre motivation,
- vous vous confronterez au fait de vivre et de travailler dans une autre culture,
- vous réfléchirez, avec des personnes qui partagent votre façon de voir, sur ce que vous pouvez entreprendre pour lancer votre carrière dans la CI,
- vous discuterez avec des professionnels de la CI sur les possibilités de démarrer dans la CI et sur les conditions à remplir,
- vous obtiendrez des témoignages de première main sur ce que signifie travailler dans la CI.

### Dates

10 mars et 25 août 2016

### Prix

CHF 100.–  
Avec déduction du rabais: CHF 80.–  
Boissons, collations et repas de midi incl.  
Enregistrez-vous au plus tard 14 jours avant la manifestation et profitez d'une réduction de 20%.

Détails et inscription: [www.cinfo.ch](http://www.cinfo.ch)



«Education is the kindling of a flame, not the filling of a vessel.»

Socrates



Nachhaltiges fängt bei cinfo an – zum Beispiel Know-how.

cinfo : pour une carrière durable. Par exemple avec du savoir-faire.

Sustainability starts with cinfo: For example with know-how.

cinfo: per una carriera duratura. Per esempio con il know-how.

**cinfo** 

**Centre d'information, de  
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