

*The Contribution of Exchange to Intercultural Learning
for Educational Institutions*

Vienna

Austria

4 - 6 October 2012



Thursday 4 October

- 20:00** Opening dinner Hotel Regina
- Welcome by Johanna Nemeth, Secretary-General AFS Austria
 - Guest speaker, Alvino Fantini (Experiment Germany)

Friday 5 October

- 09:00 - 09:15** Welcome, logistics and announcements
- 09:15 - 10:00** Presentation by Milton Bennett (IDRIstitute)
Beyond ABC in Intercultural Learning: Creating the Context for Mutual Adaptation
- 10:00 - 10:45** Mini-interviews of Invited Experts (listed below as facilitators)
- 10:45 - 11:00** Morning coffee break
- 11:00 - 13:00** DISCUSSION GROUPS
1. Implications for host students in intercultural learning interventions
Facilitated by Gabriele Weber Bosley and Kris Hemming Lou
 2. Host student motivation for contact with international exchangees
Facilitated by Kenneth Cushner and Victor Savicky
 3. Conflict & dialogue as contexts for host/exchange interaction
Facilitated by Liisa Salo-Lee and Gary Weaver
 4. Interface of language acquisition and intercultural learning
Facilitated by Sabine Smith and Federica Santini
 5. Intercultural learning in non-Western host institutions
Facilitated by Jerome B. Bookin-Weiner and James Ketterer
 6. Intercultural learning in European host institutions
Facilitated by Ida Castiglioni and Peter Praxmeier
- 13:00 - 14:30** Lunch break
- 14:30 - 16:30** DISCUSSION GROUPS - Same groups as above
- 16:30 - 17:00** Afternoon coffee break
- 17:00 - 18:30** CLOSING SESSION chaired by Milton Bennett
- Reports by discussion group facilitators
- Conclusions of the day

Saturday 6 October

09:00 - 10:45

PANEL discussion: Intercultural Learning — application and best practices chaired by Roberto Ruffino, Secretary-General Fondazione Intercultura

- Soren Kristensen, Evaluator of the pilot phase of the EU Comenius Individual Pupil Mobility programme - Presenting his findings on the inter-cultural learning of pupils on mobility projects

- Josef Huber, Council of Europe - Guidelines for the development of intercultural competence in education (focusing on teachers' training)

- Katerina Kapounova Bavorova, Programme Manager Comenius In-dividual Pupil Mobility, Comenius Unit, Directorate-General Education and Culture, European Commission

10:45 - 11:00

Morning coffee break

11:00 - 13:00

DISCUSSIONS GROUPS

1. Implementing intercultural learning in school, a model project in Germany
Presented by Tom Kurz of Experiment Germany
Facilitated by Melissa Liles of AFS INT & AFS Educational Council

2. AFS and schools in Germany, a natural but troubled relationship
Presented by Uli Zeuschel of AFS Germany
Facilitated by Bruce La Brack of AFS Educational Council

3. Intercultural training for teachers in Austria
Presented by Hilda Fanta-Scheiner
Facilitated by Darla Deardorff of AFS Educational Council

4. The performance of foreign pupils in Italian schools
Presented by Sabrina Brunetti of Fondazione Intercultura
Facilitated by Ingeborg Suppin-Fabisch of AFS Austria

5. ESN Survey data on intercultural learning for university students on Erasmus exchanges
Presented by Veeli Oeselg, Erasmus Student Network
Facilitated by Kumiko Torikai of AFS Educational Council

13:00 - 14:30

Lunch break

14:30 - 16:30

DISCUSSIONS GROUP - Same groups as above

16:30 - 17:00

Afternoon coffee break

17:00 - 18:30

CLOSING SESSION chaired by Johanna Nemeth of AFS Austria
Reports by discussion group facilitators
Conclusions of the day

COORDINATING TEAM

Milton J. Bennett, Ph.D. founded and directs the Intercultural Development Research Institute located in Portland, Oregon and Milano, Italy (<http://www.idrinstitute.org>). He is also an adjunct professor of intercultural communication at the University of Milano-Bicocca and a consultant on the topic to corporations, universities, and exchange organizations in Europe, Asia, and the US. Dr. Bennett originated the Developmental Model of Intercultural Sensitivity, which has been used to guide training and research in the field since 1986. A completely revised version of his textbook, *Basic Concepts of Intercultural Communication*, was published this year in Chinese by Peking University Press and is pending in English from Intercultural Press.

Paul Claes, born in Belgium, holds a Master degree in Chemical Engineering from the University of Leuven, Belgium. In 2006, after 20 years of working in the field of international development cooperation (13 of which were spent in Zimbabwe), he became Secretary-General of EFIL, the European Federation for Intercultural Learning, with seat in Brussels. He's active as an AFS volunteer in his local chapter, a sending parent of two (2007 and 2012), and hosted a student from Thailand (2007).

Johanna Nemeth, born in Vienna, Exchange Student in Palo Alto/California with ICYE, PhD in History. Department Chief in the "Österreichischer Kultur-Service" (Association founded by the Austrian Federal Ministry of Education). Secretary General of AFS Austria since 1991 and serving on multifold international and European committees.

Roberto Ruffino, is the Secretary General of Intercultura and the honorary Chairman of EFIL, the European Federation for Intercultural Learning. In 2007 he was one of the founders of the Intercultura Foundation. In assigning him an honorary doctor degree in education sciences, the University of Padua defined him "an entrepreneurial leader in the field of intercultural education, that he has contributed to introduce into the schools of Italy".

PANELISTS, GROUP FACILITATORS AND GUEST SPEAKER

Jerome B. Bookin-Weiner earned his PhD in modern Middle East/North African history at Columbia University. He has worked in international education at Old Dominion University, Bentley University, Colorado State University, and The Scholar Ship. Since 2007 he serves as Director of Education Abroad at AMIDEAST, organizing experiences in the Arab world for American high school and undergraduate students.

Sabrina Brunetti, has been working for Intercultura since 1991 as the assistant to the Secretary General. She is currently in charge of supervising the projects of the Intercultura Foundation and of keeping in touch with the institutions that cooperate with the Foundation.

Ida Castiglioni is a professor of intercultural communication in the graduate program of intercultural relations in the Department of Sociology, University of Milano-Bicocca, where she is a member of the Erasmus Exchange Commission. She is also a psychotherapist and an adjunct faculty member of the Institute of Somatic Psychology in Milano, and she regularly consults with corporations and public institutions in Europe, Africa, and the Russian Federation. Dott. Castiglioni's current books (in Italian) are *Intercultural Communication: Competence and Practice* (Carocci Editore, Roma) and *There is a Difference: The Management of Diversity in the Organization of Social Services and Healthcare* (Franco Angeli Press).

Kenneth Cushner, Ph.D. is Professor of Multicultural and International Teacher Education at Kent State University, Ohio, USA. He is author of *Human Diversity in Education: An Intercultural Approach* (McGraw-Hill, 7th ed. 2012) and *Intercultural Interactions: A Practical Guide*, 2nd edition (with Richard Brislin, Sage Publications, 1996). A former East-West Center scholar, Dr. Cushner is a Founding Fellow and past-president of the International Academy for Intercultural Research; was a Fulbright Scholar to Sweden in 2008; coordinated the Teachers at Sea program for Semester at Sea (summers of 2010 and 2011); and currently serves as director of COST – the Consortium for Overseas Student Teaching.

Darla Daerdorff is currently Executive Director of the Association of International Education Administrators, a national professional organisation based at Duke University, where she is a Research Scholar in Education. In addition, she is Visiting Professor at Leeds-Metropolitan University (UK), and is on faculty of the Summer Institute of Intercultural Communication in Portland, Oregon. She receives numerous invitations from around the world to speak and consult on her research on intercultural competence and assessment, as well as on global leadership and internationalisation issues and is a noted expert on these topics. Dr Deardorff has published widely on topics in international education and intercultural learning/assessment, including editor of 'The SAGE Handbook of Intercultural Competence,' co-editor of 'The SAGE Handbook of International Education', 'Building Cultural Competence' and author of 'Beneath the Tip of the Iceberg.'

Hilda Fanta-Scheiner is Professor and Teacher Trainer at University College of Teacher Education -UCTE Carinthia, Viktor Frankl UC for English, Leadership and Neuro-Pedagogy, Emotional, Social & Cognitive Intelligent Teaching/Thinking. Adj. Prof. at Carinthia University of Applied Science ? CUAS for Social and Communicative Competence and Rhetoric. Lecturer at Alps-Adriatic University for Writing in English. Active Volunteer for AFS for the last 30 years

Alvino E. Fantini, Ph.D., holds degrees in anthropology and applied linguistics and has been involved in intercultural communication and language education for over 45 years. A Professor Emeritus of the SIT Graduate Institute, he has conducted significant research, published widely, and is past president of SIETAR International and recipient of its highest award. He currently serves as an international consultant.

Josef Huber works in the Education Department of the Council of Europe, where he is currently responsible for activities in the field of intercultural education and for the Pestalozzi Programme, the Council of Europe programme for the training of education professionals. Up until July 2006 he was involved in the Council's Higher Education and Research Division and was responsible for the organisation of two Higher Education fora on higher education governance (2005) and on the responsibility of higher education for a democratic culture (2006) and was co-editor of the ensuing publications. From 1998 to 2004, as Head of Programmes and Deputy Executive Director of the European Centre for Modern Languages he was responsible for the centre's programme of activities and research and development projects and its publications series on language learning and teaching, intercultural communication and language education policy. He was involved in language education policy development by the Austrian Ministry of Education between 1992 and 1998 and was a language teacher in schools and at universities in Austria and abroad before that.

Kateřina Kapounov Bavorova. After working as a teacher of foreign languages for almost ten years in secondary schools in the Czech Republic and UK, she joined the Brussels-based organisation European Schoolnet as a pedagogical advisor for on-line cooperation among European schools. For three years, she worked on various EU projects, such as eTwinning, Spring Day in Europe and myEurope. In 2007, she joined the European Commission, where she has managed the Comenius mobility actions for pupils, future teachers and teachers.

James Ketterer is based in Cairo and serves as Country Director of AMIDEAST Egypt, an American non-profit organization engaged in international education, training and development activities in the Middle East and North Africa. He previously served as Vice Chancellor for Policy and Planning of the State University of New York (SUNY) and the director of the SUNY Center for International Development. He also worked on development projects in Africa and the Middle East and served in government in Washington and New York.

Søren Kristensen is a Danish free-lance researcher, who has worked extensively with learning mobility in a context of education, training and youth. He is a former director of the Danish National Centre for the Development of Vocational Education and Training, and has also worked as a project manager for Cedefop in Thessaloniki, Greece. In 2004, he published the study “Learning by leaving” on mobility in vocational education and training, which is also the title of his PhD-thesis. In 2008, he conducted the external evaluation of the Comenius pilot project on individual pupil mo-

Tom Kurz is deputy executive director of Experiment Germany. He focuses on training for volunteers, new aspects of intercultural learning and their implementation, new program and project development as well as intercultural youth work in Germany. During his education in North American Cultural Studies at the University of Bonn and the University of Washington in Seattle he has also been active as a volunteer for Experiment Germany.

Bruce La Brack, Ph.D., is Professor Emeritus of Anthropology and International Studies at the School of International Studies, University of the Pacific, Stockton, CA, USA, where he developed their integrated orientation and reentry programs for study abroad. He has been researching, publishing about, and providing training related to international transitions issues for over thirty years in South Asia, North America, and East Asia. He is the primary writer and editor of the popular “What’s Up with Culture?” web site, an on-line cultural training resource for US-American study abroad students and was the 2012 recipient of the Teaching, Learning, and Scholarship Award for Innovative Research & Scholarship in Internationalization from NAFSA: Association of International-

Melissa Liles, Chief Education Officer. Ms. Liles, who is based in New York, oversees AFS’s education efforts worldwide. She directs AFS’s global intercultural learning initiatives and outreach, working with expert academics and practitioners as well as AFS leaders in over 50 countries.

Kris Hemming Lou, Ph.D. has been director of international education and associate professor of international studies at Willamette University since 2003. He presents frequently on issues of intercultural learning abroad and has taught in the United States, Austria, and Japan. Kris is CEO of Hemming & Weber Consulting, LLC, which provides intercultural consulting services to educational

Veeli Oeselt was the Vice President of Erasmus Student Network (ESN) in 2009/2010 and is still involved in the organisation. Nowadays she is the member of the Alumni Board and Liaison Officer for ESN at the European Civil Society of Lifelong Learning (EUCIS-LLL). Thanks to her involvement in ESN, she has a broad knowledge and expertise on learning mobility and intercultural learning, and has been presenting on these topics at various conference on behalf of ESN. E.g. Asia Europe Meeting (ASEM), Erasmus Coordinators Conference (ERACON), European Association for In-

Peter Praxmeier (lic. oec. publ., University of Zurich; Docteur ès sciences politiques, University of Geneva) is Coordinating Secretary of EMMICC (European Master in Intercultural Communication) at Università della Svizzera italiana (USI) in Lugano, Switzerland. His research focus is Intercultural Communication for Conflict Transformation, on which he teaches at USI and at other universities in Europe. He also gives courses and seminars, for a variety of publics (tourism operators, health practitioners, public officials), in the field of professional and intercultural communication.

Liisa Salo-Lee, Ph.D., Prof.emer. (University of Jyväskylä, Finland) has a wide international and multicultural work and life experience in different countries and continents. She is Dr.h.c. of Universidade Aberta (Lisbon) and Associate Professor of NIAS (Nordic Institute of Asian Studies, Copenhagen). She has been President of SIETAR Europa, head of the German Cultural Institute (Goethe Institut) in Campina Grande (Brazil) and Director of the Finnish Cultural Institute in Madrid. Her current research interests include intercultural competence in professional contexts, intercultural dialogic learning, multicultural leadership and teamwork.

Victor Savicki is Professor of Psychology Emeritus from Western Oregon University. His expertise spans clinical, industrial/organizational, and cross-cultural psychology. He has taught in study abroad settings many times and has several publications addressing intercultural adjustment, and stress and coping in cross-cultural contexts, including the books *Burnout Across Thirteen Cultures*, (2002), and *Developing Intercultural Competence and Transformation* (2008).

Sabine Smith earned her M.A. in American, German, and Latin American Studies at Mainz University, and her Ph.D. in German and Gender Studies at the University of California at Davis. She is Professor of German Studies at Kennesaw State University on the outskirts of Atlanta, GA. Her research focuses on experiential learning in the development of foreign language proficiency and intercultural competence. She recently co-edited the volume "Bridging Cultures: International Women Transforming the US Academy" w/ her colleagues Sarah Robbins and Federica Santini.

Federica Santini, Ph.D. is Associate Professor of Italian, coordinates the Italian Program, and is affiliated to the GWST Program. She teaches courses in Italian language, culture, and literature at all levels as well as in gender and women's studies, and directs the Study Abroad Program in Siena, Italy. Her articles and translations have appeared in numerous publications in the United States and Italy, including journals as *L'anello che non tiene*, *Italian Culture*, and *L'Illuminista*. Among her works are published articles on Giacomo Leopardi, Amelia Rosselli, and Andrea Zanzotto.

Ingeborg Suppin-Fabisch, works for AFS Austria since 1996. She started out as a sending coordinator and then continued for 15 years as the program director focusing on school relations. Since 2011 she changed position from the operational field to the more strategic field focusing on implementation of "intercultural learning" components throughout the AFS program, marketing and communication. Ingeborg is married and has two daughters aged 12 and 8 years old.

Kumiko Torikai, Ph.D. Professor and the founding dean of the Graduate School of Intercultural Communication, Rikkyo University, Japan. Visiting professor, National Institute for Japanese Language and Linguistics. Member of the Science Council of Japan. Member of AFS Educational Council.

Gary Weaver is the Executive Director of the Intercultural Management Institute and a Professor of International Communication in the School of International Service at the American University in Washington, DC. He is author of *Culture, Communication and Conflict* and co-author of *America's Midlife Crisis: The Future of a Troubled Superpower* and the publisher of the *Intercultural Management Quarterly*.

Gabriele Weber Bosley is Director of International Programs and Professor of Global Languages and Cultures at Bellarmine University, has lead a variety of campus-wide curricular initiatives, including the current SACS/QEP internationalization campaign. She designed Bellarmine's trans-curricular International Studies degree, a minor in International Studies, and is the founding chair of the Global Languages and Cultures Department which she chaired from 1998 to 2008, as well as the founding Director of BU's International Programs Office, and has served in that capacity since 1995.

Ulrich Zeutschel, board member of AFS Germany since 2006; coordinator of Scientific Advisory Council of AFS Germany since 2010; former exchange participant at both high school (YFU, Detroit MI, 1970/71) and university level (Fulbright grant, Michigan State University, 1977/78); freelance researcher with AFS International Programs (Volunteer Resources Study) and YFU International Center („Students of Four Decades“, published in 2009, Waxmann); facilitator and coordinator of Researcher-Practitioner-Dialogue in Germany (www.forscher-praktiker-dialog.de); recent publication: “Kultur zwischen Standard und Kreativität” (2012, Berlin Academic); organizational consultant and trainer with osb international, Hamburg (www.osb-i.com).

PARTICIPANTS

Flaminia Bizzarri. She started in 1981 as Coordinator, Director of Programs until 1998. Since then she has been a School Relation Manager: in this position she is responsible for developing relations with educational institutions on the national level and for providing training and materials for high school principals, teachers and volunteers in charge of school relations on the local level.

Elisa Briga holds a Master Degree in International Relations and Diplomacy (University of Trieste) with a thesis on the role of youth information centres in the promotion of youth mobility. She is currently working as Programme, Project and Advocacy Co-ordinator for the European Federation for Intercultural Learning (EFIL), the umbrella of all 27 European AFS organisations. In the past she has worked as a trainee and staff member for the European Knowledge Center for Youth Policy at the EU-CoE youth partnership. In her spare time she volunteers for the international youth organisation CISV, focusing on Peace Education.

Mietta Denti Rodeschini, is the Vice Chairperson of Fondazione Intercultura. She is an active volunteer in the AFS network, both at national and international levels (former AFS Trustee). She holds an international law degree of the University of Milan and a Corporate governance degree at the Bocconi University of Milan. Her daughters, her husband and herself are all AFS returnees.

Andrea Franzoi, works for Intercultura as the Organisational development and training coordinator. He spent an AFS year in Germany and later he was an active volunteer for Intercultura at local, national and international level. He graduated in Political Science in Bologna and in Munich.

Uffe Gravers Pedersen, was an AFS student in Minnesota in 1959-1960 and was President of AFS-Denmark 1965-68. He holds a Master's Degree in English and History from the University of Copenhagen, was Vice President of the Secondary Teachers' Union and later, when Headmaster of Helsingør Grammar School, Vice President of the Secondary Headmasters' Union. For 12 years he was Director of Upper-Secondary Education in the Ministry of Education and was then seconded for 11 years to the European Schools, first in Holland and then in England. At this time he was also Vice President of the Danish University of Education. At present he is an Educational Consultant to the City of Copenhagen. In the Spring of 2012 he was an Action Aid volunteer in Vietnam.

Patrick Hamatschek is Program Director in the AFS office in Vienna. He also has a five years experience as a Sending Coordinator. Patrick holds a university degree as a teacher for English and History and before working for AFS he completed an apprenticeship as a wholesaler at Spar company.

Zoé Kergomard. Originally from France, she just started a PhD in contemporary history in Fribourg, Switzerland. She was an exchange student in Canada and since then she has been volunteering, locally, nationally and also with EFIL. When she moved to Germany in 2009 for her studies she had the chance to join the local AFS chapter there, and she has been involved in interesting projects within AFS Germany, for instance ICL workshops in school. Next to her volunteering she has been studying European studies at university in Frankfurt (Oder), where she really enjoyed the multidisciplinary focus on intercultural exchanges within the new Europe. She is a member of the ICL working group of AFS France, and she is looking forward to getting new ideas in Vienna for our projects.

Marcel Krause, National Director of AFS Intercultura Spain. Originally from Germany, he decided 12 years ago to have his own “Intercultural Experience” and moved to Spain. Having a Marketing and Communication background, he was formerly working at a Multimedia Agency in Frankfurt, Germany in the New Business Development division as Project Manager. In May 2002 he started working with AFS as Program Assistant. Nowadays he is the National Director of AFS Intercultura Spain.

Svetlana Kupriyanova. AFS volunteer since 1990. Her family has been a host family for a girl from Germany and her twin daughters have also been abroad with AFS - one in Italy, one in Belgium. She is a school coordinator and her school hosts students every year. She very much enjoys working with people from many different nations every year and learning more about the world with every AFS student hosted.

Cathy Linsenmayer, is a long time Intercultura volunteer who has participated in numerous national and local initiatives. She manages the marketing aspects of the family business in Italy, and is the owner of ‘Linsy European Consulting Services’, based in Indiana (USA). Her interest in intercultural experiences led her to co-found C.I.A.O. (Creating International Adventure Opportunities), currently planning the fifth “for-fun, not-for-profit” exchange to its “Friendship City” of Kendallville, Indiana.

Chamil E. Mahieddin, is Ph.D. student in anthropology at Aix-Marseilles University. Former AFS exchange student in Sweden in 2003-2004, he is currently conducting a research on Pentecostalism and Charismatic Christianity in Jönköping (Sweden). His work mainly deals with religious dispositives and their articulation with their national and socio-cultural environment.

Vincenzo Morlini, born in Italy, President and CEO of AFS Intercultural Programs, based in New York City. Previously National Director of Intercultura (AFS Italy) for almost six years. He has a strong background in business and in AFS operations. Prior to his role as National Director, he had established himself as a successful businessman, holding management positions of increasing responsibility at Apple and a variety of companies in the industrial, technology and financial sectors. Vincenzo is also an AFS returnee, having lived for a year in Ohio, USA, as an AFS exchange student during his teen years

Reinhard Pilz teaches English and history at a secondary school in Wiener Neustadt and is one of the school's pupils' counsellors. He organizes exchange programmes and tries to advise pupils who plan to spend a semester or a year abroad. He also tries to keep in touch with the exchange pupils at his school and helps them with their everyday difficulties.

Leoni Rettig Advisor for Volunteer and Organizational Development | School Relations for AFS Germany, Düsseldorf, since 2011. Together with AFS-volunteers they explore different possibilities for developing new school cooperations that are both high in quality and long-term. Schools are offered a set of intercultural trainings for school classes, teacher trainings, information events and other projects.

Claire Rozier has worked for AFS FRA since April 2008, after studying International Trade and Political Science. She joined the staff team as a Program Assistant first and then as a Hosting Support Coordinator for 3 years. Last year, she took a year off and lived in Mexico, still working actively for ICL issue for AFS on a volunteer basis and developing new competence in other areas. She came back this summer and joined the staff team as the new School Relations, ICL and Training Coordinator of AFS France.

Doris Strauss, is the Chairperson of AFS Austria. She has been an active volunteer in AFS since her year abroad in 1996. She is working for the Chamber of Commerce, promoting business through

Agnes Tauscher is the Vice Chairperson of AFS Austria. As a former participant she is an active volunteer and trainer, both on local and national level. She is the Head of the Russian Centre at the University of Innsbruck, teaches Russian and Bosnian-Croatian-Serbian and is involved in students' and teachers' training.

Sebastien Thierry is deputy-director of the agence Europe Education Formation France, in charge of implementing the European Lifelong Learning programmes (Erasmus, Comenius, Leonardo, etc.), since September 2009. After studying political sciences and European affairs, he starts out in 2000 as project officer on the Leonardo da Vinci programme in Paris, then Bordeaux as the national agency is being relocated. In 2002, he becomes head of the service responsible for Leonardo projects. In 2006, he joins the Foundation of European Regions for Research, Education and Training (FREREF), based in Lyon, as development manager. Within this network of regional public authorities, he develops concrete cooperation to enhance the contribution of Regions on lifelong learning issues – especially on the subject of international mobility. Sebastien Thierry was an AFSer in Michigan, USA, in 93-94.

Mag.Ingrid Wagner is the department coordinator for ICL in the Institute for advanced training for teachers (primary and secondary school) at the University College of Teacher Education in Vienna.

Philipp Wagner is an alumnus of and active volunteer for AFS and former Chair of AFS Austria, currently serving on the Board of EFIL (European Federation for Intercultural Learning), the umbrella organisation of AFS organisations in Europe. His volunteering specializes in ICL training and he is a Qualified Trainer of the ICL LINK Learning Program of AFS International. He studied History at the University of Vienna and works in Theater an der Wien, an opera house.

Stephan Winiker Working for AFS Switzerland as Director for Organizational Development & Services. His background is in education and anthropology with a focus on intercultural learning and volunteering, his masters thesis being on "Intercultural learning opportunities and gains in volunteering for AFS Switzerland". He has been abroad with AFS a few years back and has stayed with the organization since then as volunteer and staff. He is also involved in YoungSIETAR and the SIETARs in Europe as webmaster.

Viktoria Zachs, AFS participant in Hong Kong and after returning to Austria Voktoria has been eager to acquire as much knowledge about AFS and ICL as possible and participated in numerous workshops. Last December Viktoria was elected as local AFS chapter president "Burgenland".

Cristina Zavaroni, studied ethnology and anthropology of learning and cognition in Italy and the UK and later got a degree in ethnopsychiatry from the University of Genoa where she is currently pursuing her Ph.D in Psychology, Anthropology and Cognitive Sciences. She did field work in Uganda in 2004 and today she works as a consultant for a Clinic offering psychological and ethnopsychiatric support and treatment to migrants.

Dunja Zivanovic. Interkultura Serbia's hosting coordinator, a trainer and an EPOT member, with most of her AFS career focusing on building AFS in Serbia. As a PhD student, she is primarily interested in culture studies and intercultural learning. AFS is the environment where she puts the theoretical frameworks into practice, while at the same time gaining invaluable insights into the nature of intercultural learning.