

*Bridging Cultures*

*Building Futures*



SPRING INSTITUTE  
FOR INTERCULTURAL LEARNING

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*Bridging Cultures*

*Building Futures*

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# mission

## A MISSION TO IMPROVE UNDERSTANDING

Whether you're a senior manager wanting to understand the cultural behaviors of your factory managers in Asia, or you're a refugee needing English and resume-writing instruction, the Spring Institute for Intercultural Learning is an invaluable resource. Our mission is to demonstrate that national, cultural, linguistic, and ethnic differences are assets that enhance understanding and cooperation.

A nonprofit training and consulting corporation, the Spring Institute works in partnership with individuals, community groups, organizations, and businesses to facilitate communication, growth, and the acquisition of new skills and technology. In every program we offer, you'll see our commitment to the philosophy that intercultural sharing and communication among people contributes to a more peaceful world.

## OUR BEGINNINGS

The Spring Institute was founded in 1979 in Denver, Colorado by a group of dedicated professional educators. Although the Spring Institute has remained firmly grounded in local community efforts, the scope of work now includes regional, national and international outreach. In keeping with our mission to create greater intercultural understanding, the Spring Institute implements programs with corporations, businesses, government agencies, and communities.

# history

*founded in 1979*

## WHAT WE VALUE

The Spring Institute's goal is to deliver customized services to improve your diversity skills and inter-cultural communication. By working in close consultation and partnership, we can identify your needs, recognize your assets, and then tailor a specific program for you.

### *Learning*

is a life-long process and an opportunity for re-invention, growth, transformation, change, and advancement.

### *Respect*

is based on the acknowledgment, recognition and affirmation of each person's cultural diversity, capacity, talents, and potential. Respect is consistently demonstrated to all colleagues, clients, and customers.

### *Quality*

is at the heart of everything we do. It's apparent in our competent, caring trainers and effective curriculum.

### *Service*

means putting our customers first and exceeding their expectations in all of our interactions.

OUR CORE VALUES ARE AS *vital* TO OUR  
*workplace* AS THEY ARE TO OUR EXTERNAL PROGRAMS.

## SPECIAL PROJECTS

### *Interpreter Network of Colorado (INoC):*

Launched in December 2001, the Interpreter Network of Colorado provides interpretation and translation services in 80 languages. INoC interpreters and translators meet the highest professional standards required in the field. Services are available to address communication needs in a variety of contexts, including health-care, legal proceedings, and employment.

### *ELT Technical Assistance:*

The Spring Institute is the designated technical assistance provider for the Federal Office of Refugee Resettlement (ORR) for English Language Training programs serving refugees. The ELT/TA project assists programs in assessing their own effectiveness and implementing changes, enables programs to help refugees to obtain employment and self-sufficiency through focused ELT curriculum, helps teachers with challenges related to refugee mental health and cultural adjustment in the ESL classroom, and provides links and information about appropriate resources and services.

### *Supporting Immigrant and Refugee Families Initiative:*

Spring Institute is the coordinating agency for The Colorado Trust's Supporting Immigrant and Refugee Families Initiative (SIRFI). SIRFI is a 9 year, \$10 million initiative designed to enhance the mental health and positive cultural adjustment of immigrants and refugees relocating in Colorado. Twenty-three nonprofits located throughout the state of Colorado have been awarded three-year grants for programs that provide culturally appropriate mental health and cultural adjustment services to immigrant and refugee families.

A second phase of the initiative is planned for 2004 through 2009 to focus on addressing ways to improve immigrant integration in local communities. Four communities will receive grants to plan and implement immigrant integration projects in Colorado.

Spring Institute works in partnership with the staff of The Colorado Trust to manage the initiative and to provide capacity building and technical assistance to grantees. The goal is to improve service delivery, strengthen organizations and coalitions, and promote long-term sustainability.

## OUR APPROACH

### CORE PROGRAMS INCLUDE:

#### *Workplace English Training:*

Spring Institute offers tailored, on-site ESL classes. Competency-based instruction is customized to meet worksite needs. These classes address both language and cross-cultural communication skills that reduce costly misunderstandings and safety problems on the job. The Spring Institute also provides international business English for employees of joint venture companies abroad.

#### *Customer Service Training:*

In almost every aspect of today's life and times, individuals must rely on customer service skills in order to remain competitive and productive. Employers consistently place high importance on the skills needed to satisfy customers and keep them coming back. Customer Service Training helps participants develop self-confidence through active learning and customized lessons. Speakers, site visits, and interactive videos all contribute to a real-life learning experience.

#### *Adult Basic Education/ English as a Second Language:*

The ABE/ESL program provides competency-based ESL instruction with an emphasis on life-skills for non-native English speaking adults. The classes are held at, and supported through partnerships with, a variety of community organizations including libraries, churches, and housing complexes.

The Spring Institute uses a learner-centered, competency-based teaching and training methodology. Each and every program actively engages participants and offers concrete, real-life skills. These skills not only improve performance in the workplace, but also enhance the quality of interactions in our communities.

Our learning activities are formulated for adults and reflect current research, innovation, and advancement in adult education and training. In our classes and seminars we network, we collaborate and, ultimately, we foster communication between cultures and languages.

# Programs

## *Cross-Cultural Corporate Training:*

Global cross-cultural communication and workplace diversity training programs are custom-designed for senior management, supervisors, and staff of companies and agencies. Program objectives generally include raising participants' awareness of the cultural challenges in international business or diversity challenges in the local workplace with co-workers, customers and staff and providing information about specific cultural behaviors. The focus of the workshops is to help participants build specific skills to communicate across cultures and increase productivity in the corporate environment through mutual understanding.

## *English Language Teacher Training:*

Spring Institute provides workshops, consultation, teacher training, and technical assistance to agencies offering adult education services, ESL, and other educational programs.

## *WorkStyles:*

This two-week, 60-hour, intensive, pre-employment skills training is designed to help non-native speakers of English obtain and retain employment. It helps employees become more confident and effective at work and in their personal lives, which in turn helps improve productivity and reduce turnover. Through interactive training, small group work, and video-taped role play, participants learn to set goals and resolve conflicts as well as identify skills, develop resumes, handle interviews, and complete applications. The program is team-taught and competency-based.

## *Customized Short-Term Intensive English Training:*

English as a Second Language programs are tailored to individuals and small groups of international business people and students. Instruction is offered for 18 to 21 hours per week. Training is tuition-based and is funded by the participants themselves or by sponsoring agencies or companies.

PLEASE *contact* US TO FIND OUT MORE ABOUT OUR  
WORK, PROGRAMS AND POSSIBLE WAYS TO BE OF SERVICE.