

9: Cultural Intelligence



Why Attend?

Culture has a powerful influence on human thinking and behaviors. It is embedded, mentally programmed and distinguishes one human group from another. To be globally effective today, leaders must have the curiosity, desire and drive to strengthen their cultural skills. Workshops are custom-designed to focus on specific cultures and organizational requirements.

Who Should Attend?

Executives, managers, supervisors or anyone responsible for effectively dealing with multi-cultural diversity within global operations.

Objectives

This workshop equips participants with the skills to:

- ❖ In-depth cultural awareness and understanding of cultural differences
- ❖ Foundation knowledge and tools to become culturally aware
- ❖ Understanding current and potential challenges facing multi-cultural environments
- ❖ Recognizing that culture and personality form individual thinking and behaviors
- ❖ Strengthen your image and reputation with other cultures

Cultural Models

- Understanding Hofstede's cultural traits methodology
- Edward Hall's High, Low Context communication styles
- Understand and avoid prejudice, stereotyping



Learning Highlights

Culturally Diversity Basics

- What is cultural intelligence?
- Cultural intelligence challenges, elements and perspectives

Cultural Diversity Benefits

- Benefits to managers, employees and organization
- Pro-Cons of cultural diversity

Leading Diversity

- Use S.U.R.F. model to effectively manage culturally diverse teams



Inter-Cultural Communication

- Avoiding misunderstandings, assumptions
- Verify understanding
- Think, speak, greet, social etiquette to match cultural diversities

Managing Different Cultures

- Understand each culture and individual personality behavioral tendencies
- Successful multi-cultural communication techniques