

## Cross-Cultural Intelligence Certification

*Brussels (Belgium)*

*27 April - 1 May 2026*

UK Training

# PARTNER



## Cross-Cultural Intelligence Certification

Code: LM28 From: 27 April - 1 May 2026 City: Brussels (Belgium) Fees: 4400 Pound

### Introduction

The Cross-Cultural Intelligence course empowers professionals with the core skills needed to understand, respect, and navigate cultural diversity in today's interconnected business world. Designed with a practical focus, this training provides participants with actionable strategies to enhance intercultural communication, manage diversity with confidence, and apply cultural intelligence to improve teamwork, negotiation, and leadership outcomes. Ideal for managers, HR professionals, and global teams aiming to succeed in multicultural environments.

### Course Objectives

By the end of this course, participants will be able to:

- Understand the concept and core dimensions of Cultural Intelligence CQ.
- Recognize different communication styles and cultural behaviors and adapt accordingly.
- Develop strategies for effective cross-cultural collaboration and conflict management.
- Apply cultural intelligence in leadership, decision-making, and negotiation settings.
- Foster inclusive work environments that use cultural diversity as a strategic advantage.

### Course Outlines

#### Day 1: Fundamentals of Cross-Cultural Intelligence

- Defining cultural intelligence and its importance in global business.
- Overview of cultural models Hofstede, Trompenaars, Hall.
- Introduction to the CQ model: knowledge, motivation, behavior.
- Case Study: Cross-cultural challenges in multinational mergers.

#### Day 2: Cultural Awareness and Communication

- Differences in verbal and non-verbal communication across cultures.
- Building empathy and active listening in intercultural interactions.
- Addressing communication barriers in physical and virtual settings.
- Interactive Exercises: Practicing intercultural dialogue and awareness.

#### Day 3: Multicultural Teamwork and Conflict Resolution

- Understanding team dynamics and friction in multicultural environments.
- Effective conflict resolution strategies across cultures.
- The role of cultural intelligence in building trust and collaboration.
- Case Study: Resolving conflict within international workgroups.

#### Day 4: Leadership and Negotiation Across Cultures

A graphic of a chessboard with several chess pieces. In the foreground, a gold king piece stands prominently. Behind it, a silver pawn and a gold pawn are visible. The background shows concentric circles emanating from the center of the board.

UK Training  
**PARTNER**

- Leadership and negotiation approaches across cultural contexts.
- Adapting leadership styles to motivate diverse teams.
- Creating inclusive policies and leadership practices.
- Personal Action Planning: Applying CQ in your leadership role.

### Day 5: Building Inclusive and Culturally Intelligent Organizations

- Designing inclusive organizational policies and frameworks.
- Measuring and improving cultural intelligence at the enterprise level.
- Embracing continuous learning in a globalized business landscape.
- Strategic Planning: Integrating CQ into long-term organizational growth.

### Why Attend This Course? Wins & Losses!

- Earn a recognized certificate that validates your expertise in cultural intelligence.
- Strengthen your ability to communicate, lead, and collaborate across cultures.
- Gain practical tools to resolve cross-cultural challenges proactively.
- Enhance your leadership effectiveness in global and diverse settings.
- Drive organizational success through strategic diversity and inclusion.

### Conclusion

In today's global economy, cultural intelligence is not a luxury—it's a necessity. This course is essential for professionals working across borders or within diverse teams who seek to master the art of intercultural effectiveness.

By combining theory, practice, case studies, and personal action planning, participants will leave equipped with the tools to close cultural gaps and unlock meaningful, inclusive, and sustainable growth—both personally and organizationally.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver king piece behind it. To the left, there are two silver pawns. The background features concentric circles emanating from behind the king pieces.

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training  
**PARTNER**



## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients

 <p><b>MANNAI CORPORATION</b> MANNAI Trading Company WLL, Qatar</p>	 <p><b>GAC</b> UNE FILIALE D'EGA Alumina Corporation Guinea</p>	 <p><b>Booking.com</b> Booking.com Netherlands</p>	 <p><b>OXFAM</b> Oxfam GB International Organization, Yemen</p>	 <p><b>Capital Markets Authority</b> Kuwait</p>
 <p><b>WS</b> Waltersmith Petroman Oil Limited Nigeria</p>	 <p><b>QNB</b> Qatar National Bank (QNB), Qatar</p>	 <p><b>Qatar Foundation</b> Qatar</p>	 <p><b>AFRICAN UNION ADVISORY BOARD ON CORRUPTION</b> Tanzania</p>	 <p><b>KFAS</b> Kuwait Foundation for the Advancement of Sciences KFAS Kuwait</p>
 <p><b>Reserve Bank of Malawi</b> Malawi</p>	 <p><b>Central Bank of Nigeria</b> Nigeria</p>	 <p><b>Ministry of Interior Kingdom of Saudi Arabia</b> Ministry of Interior, KSA</p>	 <p><b>Mabruk Oil Company</b> Libya</p>	 <p><b>Saudi Electricity Company</b> KSA</p>
 <p><b>BPKH</b> Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p>	 <p><b>NATO Italy</b></p>	 <p><b>ENI</b> ENI CORPORATE UNIVERSITY, Italy</p>	 <p><b>GULF BANK</b> Gulf Bank Kuwait</p>	 <p><b>General Organization for Social Insurance</b> KSA</p>
 <p><b>Defence Space Administration</b> Nigeria</p>	 <p><b>National Industries Group (Holding)</b> Kuwait</p>	 <p><b>Hamad Medical Corporation</b> Qatar</p>	 <p><b>USAID</b> Pakistan</p>	 <p><b>STC</b> STC Solutions, KSA</p>
 <p><b>North Oil Company</b> North Oil company,</p>	 <p><b>EKO Electricity</b></p>	 <p><b>OMAN BROADBAND</b> Oman Broadband</p>	 <p><b>UNITED NATIONS</b> UN.</p>	 <p><b>Authority for Electricity Regulation, Oman</b> Authority for</p>

UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Entertainment & Leisure  
Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Artificial Intelligence (AI)  
Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training  
**PARTNER**

