

## Cross-Cultural Intelligence Certification

*Tunis (Tunisia)*

*19 - 23 July 2026*

UK Training

# PARTNER



## Cross-Cultural Intelligence Certification

Code: LM28 From: 19 - 23 July 2026 City: Tunis (Tunisia) Fees: 3700 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 pawns. In the foreground, a large gold king piece stands prominently. Behind it, several silver and gold pawns are positioned on the squares. The background features concentric circles, suggesting a strategic or global theme.

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 pawn and a silver knight behind it. In the background, there are concentric circles and the text '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)



Florence (Italy)



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



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior  
Kingdom of Saudi Arabia  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



المؤسسة العامة للتأمينات الاجتماعية  
General Organization for Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



Authority for

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**

