

## Cross-Cultural Intelligence Certification

*Kuala Lumpur (Malaysia)*

*15 - 19 September 2025*

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## Cross-Cultural Intelligence Certification

Code: LM28 From: 15 - 19 September 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

### Introduction

The Cross-Cultural Intelligence course empowers professionals with the essential skills to understand, respect, and effectively manage cultural diversity in today's global business landscape. Designed with a practical approach, this course equips participants with strategies to strengthen cross-cultural communication, handle diversity confidently, and leverage cultural intelligence to enhance teamwork, negotiation, and leadership outcomes. Perfect for managers, HR professionals, and global teams aiming to thrive in multicultural environments.

### Objectives

- Grasp the concept and key dimensions of Cultural Intelligence CQ.
- Identify various communication styles and cultural habits, and learn to adapt effectively.
- Develop strategies for effective cross-cultural teamwork and conflict resolution.
- Apply cultural intelligence in leadership, negotiation, and decision-making.
- Build inclusive work environments that turn cultural diversity into a strategic advantage.

### Course Outline

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

- What is cultural intelligence, and why is it crucial in global business?
- Introduction to cultural frameworks Hofstede, Trompenaars, Hall.
- The CQ model: knowledge, motivation, and behavior.
- Case Study: Challenges in mergers involving multinational companies.

#### Day 2: Cultural Awareness and Communication

- Understanding differences in verbal and non-verbal communication across cultures.
- Developing empathy and active listening skills in cross-cultural settings.
- Overcoming communication barriers in both in-person and virtual environments.
- Interactive exercises to practice intercultural dialogue.

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

- Understanding the dynamics and potential conflicts within multicultural teams.
- Strategies to manage and resolve cross-cultural disputes effectively.
- The role of CQ in building trust and fostering collaboration.
- Case Study: Conflict resolution in multicultural workgroups.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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## Day 4: Leadership and Negotiation Across Cultures

- Leadership styles and negotiation strategies in different cultural contexts.
- Adapting leadership approaches to inspire diverse teams.
- Building policies and practices that foster inclusiveness.
- Personal action planning for post-training application.

## Day 5: Building Inclusive and Culturally Intelligent Organizations

- Designing inclusive policies and practices to support diversity.
- Measuring and enhancing cultural intelligence at the organizational level.
- Embracing continuous learning and adaptability in evolving global environments.
- Strategic planning to integrate CQ into personal and organizational growth.

## Why Attend? Gains and Benefits!

- Receive a recognized certificate validating your cultural intelligence expertise.
- Strengthen your ability to communicate and collaborate across cultures.
- Gain skills to proactively resolve cross-cultural challenges.
- Enhance leadership effectiveness in diverse and global settings.
- Drive organizational success through cultural diversity and inclusion.

## Conclusion

This course is a must for professionals working in multicultural contexts who wish to deepen their cultural intelligence and apply it practically. Whether you lead diverse teams or collaborate across borders, you'll gain the tools to bridge cultural gaps and unlock new growth opportunities.



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