BLACKBIRD FOR TRAINING

Cross-Cultural Intelligence Certification

15 – 19 November 2027
Toronto (Canada)

UK Traininig
PARTNER



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Cross-Cultural Intelligence Certification

Ref: 3255055_330375 **Date:** 15 – 19 November 2027 **Location:** Toronto (Canada) **Fees:** 5900 GBP

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

- 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.

