

THE COMPLETE COURSE IN CULTURAL INTELLIGENCE (CI)

“Building High-Performing Relationships Across Cultures with Awareness, Empathy, and Adaptability”

Schedule

Date	Venue	Fees (Face-to-Face)
04 – 05 Mar 2026	Dubai, UAE	USD 1995 per delegate

► Available delivery methods: Face-to-Face & Online Training

Introduction

As globalization, remote work, and international partnerships become the norm, success increasingly depends on our ability to work effectively across cultures. Cultural Intelligence (CI or CQ) is the capability to function and relate respectfully and productively in multicultural contexts—across teams, clients, stakeholders, and borders.

This immersive 2-day course provides a framework for understanding and applying the four key dimensions of Cultural Intelligence: Drive, Knowledge, Strategy, and Action. Participants will build awareness of cultural values and communication styles, learn to adapt behaviors in diverse settings, and strengthen their influence and collaboration in cross-cultural environments.

Objectives

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

- Understand the concept and core elements of Cultural Intelligence (CI/CQ)
- Recognize personal and cultural values that shape communication and behavior
- Develop self-awareness of bias and automatic responses in diverse settings
- Adapt communication and management approaches to different cultural contexts
- Navigate cross-cultural conflict and ambiguity with empathy and resilience
- Build inclusive, respectful, and productive multicultural relationships

Why Attend

- Enhance your ability to lead, negotiate, and collaborate across cultures
- Avoid misunderstandings, conflict, and lost opportunities due to cultural misalignment
- Gain practical tools to improve trust, engagement, and innovation on diverse teams
- Increase your global leadership capacity and cultural adaptability
- Improve your emotional intelligence and self-awareness in professional relationships

Target Audience

This program is designed for:

- Team leaders and managers in multicultural settings
- HR and L&D professionals designing global initiatives
- Customer-facing professionals in international markets
- Diplomats, educators, and government officials
- Anyone who works with culturally diverse colleagues, clients, or stakeholders

Individual Benefits

Key competencies that will be developed include:

- Self-awareness of cultural assumptions and filters
- Cross-cultural communication and interpersonal adaptability
- Conflict resolution and ambiguity tolerance
- Inclusion and empathy in diverse workplaces
- Confidence in multicultural leadership and relationship-building

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More inclusive and productive team environments
- Improved client and partner satisfaction in global contexts
- Stronger brand and reputation in international markets
- Better talent retention through a culture of respect and understanding
- Greater agility in navigating culturally sensitive situations and decisions

Instructional Methodology

- Briefings – Cultural Intelligence model, value frameworks, and neuroscience of culture
- Self-Assessments – CI capability profiling and cultural style reflection
- Case Studies – Real-world miscommunication and cultural alignment examples
- Interactive Exercises – Cultural scenario mapping, group decoding, and empathy labs
- Peer Dialogue – Learning circles, feedback exchange, and shared stories
- Tools – Personal CQ plan templates, conversation scripts, adaptation strategies

Course Outline

Detailed 2-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 2–3 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1 - Understanding Cultural Intelligence

- **Module 1: Introduction to Cultural Intelligence (07:30 – 09:30)**
 - The CI model: Drive, Knowledge, Strategy, Action
 - Why CI matters in today's professional world
 - Cultural iceberg and surface vs. deep values
- **Module 2: Cultural Value Dimensions and Communication (09:45 – 11:15)**
 - Hofstede, Hall, and the Globe cultural frameworks
 - High vs. low context, direct vs. indirect communication
 - Case examples: navigating mixed messages
- **Module 3: Self-Awareness and Cultural Bias (11:30 – 01:00)**
 - Recognizing assumptions and filters
 - Stereotypes, generalizations, and unconscious bias
 - Personal cultural profile and interpretation
- **Module 4: Interactive Lab - Cultural Scenarios and Interpretation (02:00 – 03:30)**
 - Participants interpret and react to culturally complex situations
 - Peer coaching and reflection

Day 2 - Adapting, Influencing, and Leading Across Cultures

- **Module 5: Adapting Behavior Across Cultures (07:30 – 09:30)**
 - Cultural flexibility and behavior alignment
 - Adapting leadership and feedback styles
 - Navigating time, authority, teamwork, and hierarchy differences
- **Module 6: Building Trust and Inclusion in Diverse Teams (09:45 – 11:15)**
 - Trust-building dynamics in different cultures
 - Inclusive behaviors and team rituals
 - Leading effective multicultural meetings
- **Module 7: Resolving Cross-Cultural Conflict (11:30 – 01:00)**
 - Cultural roots of disagreement and silence
 - Reframing and defusing tension respectfully
 - Creating psychological safety in diverse environments
- **Module 8: Final Workshop - Personal CI Action Plan (02:00 – 03:30)**
 - Participants build a plan for applying CI in their role
 - Group presentations and feedback

Certification

Participants who complete the program will receive a **Certificate of Completion in The Complete Course in Cultural Intelligence (CI)**, recognizing their ability to collaborate and lead effectively in multicultural environments with empathy, adaptability, and strategic awareness.

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