MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

MANAGING CULTURAL DIVERSITY IN THE WORKPLACE

""Fostering Inclusion, Collaboration, and Cross-Cultural Competence""

Schedule

Date	Venue	Fees (Face-to-Face)
18 – 19 Nov 2026	Doha, Qatar	USD 1,995 per delegate
02 – 03 Dec 2026	Doha, Qatar	USD 1,995 per delegate

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

Introduction

In today's globalized and interconnected world, culturally diverse teams have become the norm rather than the exception. When managed effectively, diversity enhances innovation, engagement, and performance. However, without the right strategies, cultural differences can lead to misunderstandings, conflict, and disengagement.

This practical 2-day course helps leaders, managers, and professionals develop the awareness, mindset, and tools required to navigate cultural differences and build inclusive, collaborative teams. Through interactive activities and real-world case studies, participants will explore how to recognize unconscious bias, adapt communication styles, and harness the value of multicultural workplaces.

Objectives

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

- Recognize and respect different cultural values, behaviors, and work styles
- Communicate effectively across cultures to build trust and clarity
- Identify and mitigate unconscious bias in decision-making and leadership
- Resolve misunderstandings and manage cross-cultural conflict
- Promote inclusive practices that strengthen team performance

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Why Attend

- Enhance your ability to lead and collaborate in diverse environments
- Build stronger, more respectful relationships across cultural boundaries
- Improve organizational inclusion, retention, and engagement metrics
- Navigate cross-cultural challenges with empathy and insight
- Support your organization’s DEI (Diversity, Equity & Inclusion) goals

Target Audience

This program is designed for:

- HR professionals and Diversity & Inclusion officers
- Managers and team leaders of multicultural teams
- Employees working in international or cross-border roles
- Trainers, consultants, and internal facilitators
- Anyone committed to promoting inclusive work practices

Individual Benefits

Key competencies that will be developed include:

- Cross-cultural awareness and emotional intelligence
- Effective verbal and non-verbal intercultural communication
- Awareness of personal bias and how to overcome it
- Conflict resolution and inclusive leadership behaviors
- Collaborating across diverse teams and remote environments

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger inclusion and equity in workplace culture
- Improved team communication and reduced cross-cultural conflict
- Enhanced innovation and productivity through diverse perspectives
- Better talent retention in multicultural environments
- Alignment with global diversity and compliance standards

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Frameworks on culture, inclusion, and intercultural dynamics
- Case Studies – Real workplace examples of cultural missteps and best practices
- Workshops – Bias identification, inclusive communication planning, conflict resolution
- Peer Exchange – Experience sharing across sectors and nationalities
- Tools – Inclusion checklists, culture mapping guides, team diagnostics

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Course Outline

DETAILED 2-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Understanding and Navigating Cultural Diversity

- Module 1: What is Culture? (07:30 – 09:30) • Cultural values, dimensions (Hofstede, Trompenaars), and identity frameworks • Culture's impact on perceptions, decisions, and interactions
- Module 2: Communication Across Cultures (09:45 – 11:15) • High vs. low context communication • Body language, tone, and language considerations
- Module 3: Unconscious Bias in the Workplace (11:30 – 01:00) • Types of bias and how they affect inclusion and performance • Creating awareness and interrupting bias in decisions
- Module 4: Workshop – Culture Mapping and Self-Audit (02:00 – 03:30) • Personal reflection and team culture comparison

Day 2: Inclusion, Conflict Resolution, and Cultural Intelligence

- Module 5: Inclusive Leadership and Team Practices (07:30 – 09:30) • What inclusion looks like in everyday leadership • Practices that build belonging and participation
- Module 6: Resolving Cultural Conflict (09:45 – 11:15) • Common sources of cross-cultural misunderstanding • Conflict resolution models for multicultural teams
- Module 7: Building Cultural Intelligence (11:30 – 01:00) • The four components of cultural intelligence (CQ) • Developing a growth plan for cross-cultural competence
- Module 8: Workshop – Inclusive Team Plan (02:00 – 03:30) • Action planning for a more inclusive and respectful work environment

Certification

Participants will receive a Certificate of Completion in Managing Cultural Diversity in the Workplace, demonstrating their competence in inclusive communication, bias awareness, and multicultural team collaboration.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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