

HANDLE WITH INTELLIGENCE: NAVIGATING DIVERSE CULTURES



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TRAINING CENTER



Introduction

Working across cultures rewards those who read context accurately and adjust their behaviour deliberately. The Handle with Intelligence: Navigating Diverse Cultures Training Course builds that ability through structured frameworks and sustained practice. Participants examine how culture shapes communication, trust, time, and hierarchy, then apply proven models to real workplace situations. Furthermore, the programme covers cultural intelligence, bias awareness, conflict across cultures, and inclusive everyday behaviour. Delivered by Gentex Training Center over five days, this programme suits professionals in multicultural teams, international roles, and public-facing services. As a result, participants handle cultural difference with confidence rather than caution.

Handle with Intelligence: Navigating Diverse Cultures Course Objectives

- Explain culture, cultural values, and the difference between generalisation and stereotype.
- Apply the four-factor Cultural Intelligence (CQ) model: drive, knowledge, strategy, action.
- Use Hofstede's six cultural dimensions to interpret workplace behaviour.
- Apply Erin Meyer's Culture Map scales to communication and trust differences.
- Interpret Hall's high-context and low-context communication distinction.
- Recognise unconscious bias, attribution errors, and microaggressions.
- Adapt tone, directness, and formality across cultural settings.
- Manage cross-cultural conflict using the Thomas-Kilmann Instrument.
- Apply inclusive behaviours in meetings, feedback, and decision making.
- Build a personal cultural intelligence development plan with measurable goals.

Course Methodology

- Interactive sessions grounded in intercultural research and frameworks.

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- CQ self-assessment with guided debrief and peer discussion.
- Scenario workshops using real multicultural workplace situations.
- Role-plays covering feedback, disagreement, and relationship building.
- Case studies from global teams, public services, and joint ventures.
- Action planning that converts insight into daily behavioural habits.

Who Should Take This Course

- Professionals working in multicultural or global teams.
- Managers and team leaders with diverse reports.
- Customer service and public-facing staff serving diverse communities.
- Human resources, diversity, and inclusion professionals.
- Sales, procurement, and business development staff with international accounts.
- Project managers coordinating cross-border work.
- Public sector and NGO staff supporting migrant and multicultural communities.

Handle with Intelligence: Navigating Diverse Cultures Course Outlines

Day 1: Foundations of Cultural Intelligence

- Defining culture, values, norms, and cultural layers.
- Generalisation versus stereotype in intercultural work.
- The four-factor CQ model: drive, knowledge, strategy, action.
- Cultural intelligence and professional effectiveness.
- National, organisational, and professional cultural differences.
- Cultural shock and adaptation stages.





- Self-assessment: personal CQ profile and development areas.

Day 2: Cultural Frameworks and Value Dimensions

- Hofstede's six dimensions explained and applied.
- Trompenaars' seven dimensions in organisational settings.
- Hall's high-context and low-context communication theory.
- Monochronic and polychronic orientations to time.
- Erin Meyer's Culture Map: eight scales for team diagnosis.
- Mapping cultural profiles without over-simplifying.
- Case analysis: interpreting a cross-cultural misunderstanding.

Day 3: Communication, Bias, and Everyday Behaviour

- Adapting tone, directness, and formality by audience.
- Written communication norms: email, chat, and reporting styles.
- Non-verbal signals: silence, gesture, proximity, and eye contact.
- Unconscious bias, attribution errors, and microaggressions.
- Avoiding language that excludes or assumes.
- Inclusive meetings: turn-taking, participation, and decision making.
- Practice: a cross-cultural communication conversation.

Day 4: Trust, Feedback, and Cross-Cultural Conflict

- Task-based versus relationship-based trust building.
- Giving feedback across cultural expectations of face and hierarchy.
- Receiving feedback and handling misunderstanding gracefully.
- Conflict sources in culturally mixed teams.

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- Conflict handling with the Thomas-Kilmann Instrument.
- Repairing relationships and rebuilding trust after friction.
- Role-play: resolving a cross-cultural disagreement.

Day 5: Inclusion, Adaptation, and Action Planning

- Inclusive leadership behaviours and psychological safety.
- Working with interpreters and language barriers.
- Supporting newcomers, migrants, and international colleagues.
- Ethical boundaries, respect, and cultural sensitivity limits.
- Measuring cultural intelligence development with behavioural indicators.
- Building a 90-day personal CQ action plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Handle with Intelligence: Navigating Diverse Cultures Training Course, participants will have acquired practical knowledge of the CQ model, Hofstede's dimensions, the Culture Map scales, high-context and low-context communication, bias awareness, and cross-cultural conflict navigation. In addition, they will adapt their behaviour with insight rather than assumption. Gentex Training Center delivers this programme through scenario workshops and structured reflection, so participants apply their new knowledge immediately.

FAQs for the Handle with Intelligence: Navigating Diverse Cultures course





Q1 What is the "Handle with Intelligence: Navigating Diverse Cultures" course about?

The course teaches professionals how to work effectively across cultural difference. It covers cultural values, the CQ model, Hofstede's dimensions, the Culture Map, communication adaptation, bias awareness, and cross-cultural conflict handling.

Q2 What are the key benefits of the "Handle with Intelligence: Navigating Diverse Cultures" course?

Participants avoid the misunderstandings that damage international relationships and reduce cultures of assumption and bias. Furthermore, they communicate with greater accuracy, build trust faster, and resolve cultural friction earlier. As a result, multicultural teams and partnerships perform better.

Q3 What skills will I gain from the "Handle with Intelligence: Navigating Diverse Cultures" course?

Participants gain cultural intelligence assessment and development, cultural framework analysis and interpretation, cross-cultural communication and bias awareness, and cross-cultural trust building and conflict navigation. These four skills combine to support confident intercultural work.



Q4 What tools, methods, or standards are covered in the "Handle with Intelligence: Navigating Diverse Cultures" course?

The programme uses the four-factor CQ model, Hofstede's six cultural dimensions, Trompenaars' seven dimensions, Hall's high-context and low-context theory, Erin Meyer's Culture Map scales, the Thomas-Kilmann Conflict Mode Instrument, bias and microaggression awareness checklists, and inclusive meeting practice.

Q5 How is the "Handle with Intelligence: Navigating Diverse Cultures" course applied in real-world practice?

Professionals apply it when joining a multicultural team, briefing international partners, serving diverse customers, giving feedback to colleagues overseas, managing a cross-border project, and supporting newly arrived colleagues. In addition, they use it to prepare for assignments abroad and for diverse community engagement.