

LEADING WITH CULTURAL INTELLIGENCE



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TRAINING CENTER



Introduction

Leading with Cultural Intelligence Training Course develops leaders who work effectively across cultures, markets, and mixed teams. Cultural intelligence is the capacity to read unfamiliar contexts, suspend assumptions, and adapt behaviour without losing authenticity. Leaders who lack it misread intentions, damage relationships, and lose opportunities in international settings. This program builds that capacity systematically. It draws on the four-factor CQ model, cross-cultural communication research, and inclusive leadership practice. As a result, participants learn to interpret cultural cues, adapt their style, and lead multicultural teams productively. Furthermore, the course covers negotiation across cultures, virtual collaboration, and ethical judgment in unfamiliar contexts.

Leading with Cultural Intelligence Course Objectives

- Apply the four CQ factors: drive, knowledge, strategy, and action.
- Distinguish national, organisational, and professional culture layers.
- Use Hofstede's and Trompenaars' dimensions to interpret behaviour.
- Apply Hall's high-context and low-context communication model.
- Suspend judgment and test assumptions before reacting.
- Adapt communication style to cultural preferences.
- Build and lead multicultural and distributed teams.
- Negotiate across cultures with interest-based methods.
- Apply inclusive leadership and manage unconscious bias.
- Build a personal cultural intelligence development plan.

Course Methodology

- Facilitated sessions built around cross-cultural scenarios.
- Diagnostic self-assessment of personal CQ profile.

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- Role-play of cross-cultural negotiation and feedback moments.
- Case studies from global teams and international markets.
- Group exercises in cultural mapping and dimension analysis.
- Simulation of a multicultural project kick-off.
- Peer feedback, reflection, and a personal CQ action plan.

Who Should Take This Course

- Managers leading international or multicultural teams.
- Global mobility and expatriate professionals.
- Sales and business development leaders in export markets.
- HR and talent professionals supporting global teams.
- Project managers on cross-border assignments.
- Public sector staff working internationally.
- Consultants advising global organisations.

Leading with Cultural Intelligence Course Outlines

Day 1: Foundations of Cultural Intelligence

- Defining culture and how it shapes behaviour.
- The four CQ factors: drive, knowledge, strategy, action.
- Cultural intelligence versus cultural awareness.
- Layers of culture: national, organisational, professional.
- Stereotypes, generalisations, and their proper use.
- Common cross-cultural leadership errors.
- Workshop: personal CQ self-assessment.





Day 2: Cultural Frameworks and Interpretation

- Hofstede's dimensions: power distance, individualism, and more.
- Trompenaars' dimensions and relationship orientation.
- Hall's high-context and low-context communication.
- Time orientation, hierarchy, and decision-making norms.
- Values, taboos, and business protocol variance.
- Using frameworks without overgeneralising.
- Workshop: mapping a culture using frameworks.

Day 3: Cross-Cultural Communication and Trust

- Communication style adaptation across cultures.
- Direct and indirect feedback preferences.
- Rapport building in different cultural settings.
- Listening across accents, languages, and idioms.
- Working with interpreters and translated materials.
- Building trust in remote and distributed teams.
- Role-play: a cross-cultural communication moment.

Day 4: Leading Multicultural Teams and Negotiation

- Team formation across time zones and cultures.
- Managing differing expectations of hierarchy and autonomy.
- Inclusive leadership and psychological safety across groups.
- Conflict interpretation in cross-cultural settings.
- Interest-based negotiation with cultural adaptation.

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- Managing ethical differences and legal boundaries.
- Simulation: a multicultural negotiation round.

Day 5: Global Leadership and Personal CQ Growth

- Building global leadership capability and mobility readiness.
- Managing unconscious bias in people decisions.
- Developing CQ habits through reflection and immersion.
- Supporting international assignments and repatriation.
- Building a personal CQ development plan.
- Reassessing CQ progress over time.
- Capstone: presenting a cultural intelligence strategy.

Conclusion

By successfully completing Leading with Cultural Intelligence Training Course, participants will have acquired the knowledge to interpret cultural context accurately, adapt communication and leadership style, build trust across cultures, lead multicultural teams, negotiate across cultural differences, and manage bias in people decisions. They will also understand how to keep developing their cultural intelligence through reflection and exposure. Gentex Training Center delivers this program through applied workshops and expert facilitation, preparing leaders to work effectively across any culture.

FAQs for the Leading with Cultural Intelligence course





Q1 What is the "Leading with Cultural Intelligence" course about?

It is a training program that develops the ability to lead effectively across cultures. It covers the CQ model, cultural frameworks, cross-cultural communication, multicultural team leadership, negotiation, and bias management.

Q2 What are the key benefits of the "Leading with Cultural Intelligence" course?

Participants gain stronger relationships in international settings, fewer cultural misunderstandings, and greater confidence negotiating across differences. Organizations benefit from smoother global collaboration, better market insight, stronger expatriate performance, and more inclusive people decisions.

Q3 What skills will I gain from the "Leading with Cultural Intelligence" course?

Participants build cultural intelligence and context interpretation, cross-cultural communication and trust building, multicultural team leadership and inclusive practice, and cross-cultural negotiation and bias management.

Q4 What tools, methods, or standards are covered in the "Leading with Cultural Intelligence" course?

The course covers the four-factor CQ model, Hofstede's cultural dimensions, Trompenaars' dimensions, Hall's high-context and low-context model, cultural mapping techniques, interest-based negotiation methods, inclusive leadership practices, and unconscious bias frameworks.



Q5 How is the "Leading with Cultural Intelligence" course applied in real-world practice?

Learners apply it by mapping the cultural context before important meetings, adapting feedback and communication style, building rapport deliberately with international colleagues, structuring multicultural team norms, and reviewing their CQ profile periodically.