

THE CULTURALLY INTELLIGENT LEADER

Course Code: 831406

Learn to lead effectively across cultures with confidence and clarity, while enhancing leadership success through cultural awareness and adaptability.

In today's diverse and interconnected world, successful leadership demands more than technical skills — it requires cultural intelligence. This course equips leaders with the knowledge, self-awareness, and strategies needed to effectively navigate cultural differences, build inclusive teams, and lead with empathy and impact.

Participants will explore real-world scenarios and case studies, develop practical skills for cross-cultural communication, and learn how to foster environments where all voices are valued and empowered. Whether leading locally or globally, this course prepares leaders to thrive in an increasingly multicultural landscape.

What You'll Learn

- Master the core principles of cultural intelligence (CQ) for leadership success.
- Identify and reflect on your cultural values, assumptions, and leadership tendencies.
- Navigate cross-cultural communication styles with clarity and adaptability.
- Build high-trust, inclusive teams that leverage diverse perspectives.
- Apply culturally intelligent strategies to manage conflict and drive collaboration.
- Strengthen emotional intelligence to lead with empathy and cultural sensitivity.
- Design a personalized growth plan to expand your cultural leadership capacity

Who Needs to Attend

- Current and emerging leaders seeking to strengthen their cross-cultural leadership skills
- Managers and supervisors leading diverse or global teams
- Project managers working across multiple regions, cultures, or demographics
- Nonprofit and mission-driven organization leaders aiming to build inclusive environments
- Executives and business owners expanding into new markets or communities

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VIRTUAL CLASSROOM LIVE

\$995 CAD

1 Day

Virtual Classroom Live Outline

Module 1: Introduction to Cultural Intelligence (CQ)

- **Objective:** Master the core principles of cultural intelligence (CQ) for leadership success.
- Overview of Cultural Intelligence: Understanding the components of CQ (Cognitive, Physical, Emotional)
- Why Cultural Intelligence is Essential for Leadership: The impact of cultural intelligence on leadership effectiveness
- Self-Assessment: Evaluate your own cultural awareness and leadership approach
- Activity: Cultural intelligence self-assessment quiz and reflection

Module 2: Self-Awareness and Cultural Reflection

- **Objective:** Identify and reflect on your cultural values, assumptions, and leadership tendencies.
- Exploring Your Cultural Lens: How personal values shape leadership decisions and interactions
- Understanding Bias and Unconscious Bias: How they impact leadership and team dynamics
- Building Self-Awareness: Techniques to increase self-reflection in cross-cultural interactions
- Activity: Guided journaling exercise to identify cultural biases and assumptions

Module 3: Effective Cross-Cultural Communication

- **Objective:** Navigate cross-cultural communication styles with clarity and adaptability.
- The Power of Communication: Key differences in communication styles across cultures
- Verbal vs. Non-Verbal Communication: How to read between the lines in cross-cultural settings
- Adapting Your Communication Style: Tools to adjust communication to diverse cultural norms
- Activity: Role-playing exercise in cross-cultural communication scenarios

Module 4: Building High-Trust, Inclusive Teams

- **Objective:** Build high-trust, inclusive teams that leverage diverse perspectives.
- The Importance of Trust in Diverse Teams: How trust is built and sustained in cross-cultural teams
- Leveraging Diversity for Innovation: Turning cultural differences into team strengths
- Fostering Inclusivity: Techniques to ensure all voices are heard and valued
- Activity: Group discussion on best practices for building trust in diverse teams

Module 5: Managing Conflict Across Cultures

- **Objective:** Apply culturally intelligent strategies to manage conflict and drive collaboration.
- Understanding Cross-Cultural Conflict: Common causes of misunderstandings and conflict in diverse teams
- Culturally Intelligent Conflict Resolution: Tools and strategies for resolving conflict across cultures
- Creating a Safe Space for Dialogue: How to encourage open, respectful conversations
- Activity: Case study analysis of cross-cultural conflict and group problem-solving exercise

Module 6: Leading with Emotional Intelligence in a Diverse World

- **Objective:** Strengthen emotional intelligence to lead with empathy and cultural sensitivity.
- Emotional Intelligence (EQ) and Leadership: How emotional intelligence enhances cultural awareness and empathy
- Self-Regulation in Diverse Contexts: Managing your emotions and responses in cross-cultural settings
- Empathy in Action: Using empathy to connect with individuals from different cultural backgrounds
- Activity: Emotional intelligence assessment and role-playing exercises in leadership scenarios

Module 7: Designing Your Personal Growth Plan

- **Objective:** Design a personalized growth plan to expand your cultural leadership capacity.
- Creating a Cultural Leadership Vision: Aligning your leadership goals with your cultural intelligence development
- Setting Actionable Goals: How to set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals for cultural leadership
- Building Continuous Growth: Establishing a plan for ongoing cultural learning and self-improvement
- Activity: Write your personal leadership growth plan, including steps to enhance cultural intelligence

Module 8: Leading in a Globalized World: Final Thoughts and Next Steps

- **Objective:** Empower leaders to apply culturally intelligent strategies in all

aspects of their leadership roles.

- The Future of Leadership: How global trends and the workforce's increasing diversity demand culturally intelligent leaders
- Final Reflection: Share key takeaways and plan for applying cultural intelligence in real-life leadership situations
- Group Discussion: Explore challenges faced by participants in implementing culturally intelligent leadership strategies
- Closing Activity: Presenting your action plans and setting accountability goals for leadership growth

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