

Leading Across Cultures: Cultural Intelligence Essentials

15 – 19 November 2027
Milan

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Ref: 103600518_72204 **Date:** 15 – 19 November 2027 **Location:** Milan **Fees:** 5700 Euro

Course Overview

This course is a direct response to the growing challenges faced by leaders in modern work environments, where working within multicultural teams has become an unavoidable daily reality. The program aims to enhance cross-cultural communication in the workplace by building a deep understanding of cultural intelligence and social intelligence, and linking them directly to institutional leadership and decision-making contexts.

The course focuses on managing cultural differences within organizations as a strategic factor that directly influences performance, organizational harmony, and the quality of professional relationships. It provides a practical framework for understanding global organizational culture and explains how leaders can develop the ability to engage effectively with diverse cultures without falling into stereotypes or cultural conflicts.

The Cultural Intelligence training program is grounded in recognized scientific models and supported by applied regional and international case studies, with direct relevance to both public and private sector organizations. This course is considered a core leadership development program for multicultural environments, as it integrates knowledge, self-awareness, and adaptive leadership behavior, enabling participants to practice cross-cultural communication confidently and effectively in both local and global settings.

Target Audience

- Executive and senior leadership
- Department managers and heads of sections
- Human resources and organizational development managers
- International project and program managers
- Government leaders operating in multicultural environments

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Target Departments

- Executive management and decision-makers
- Human resources and leadership development
- Corporate and international relations
- Strategic planning
- Quality and governance
- Organizational transformation departments

With a focus on managing cultural diversity, cross-cultural communication, and developing multicultural leadership.

Target Sectors

- Government and semi-government entities
- Multinational corporations
- Educational institutions and universities
- Oil, gas, and energy sector
- International and non-profit organizations
- Aviation and airport authorities

Course Objectives

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

- Understand the concepts of cultural intelligence, social intelligence, and emotional intelligence and their leadership dimensions
- Improve cross-cultural communication in the workplace and reduce organizational misunderstandings
- Manage cultural differences within institutions using professional and structured approaches
- Analyze global organizational culture and its impact on leadership performance
- Develop skills for working effectively across cultures in complex work environments
- Strengthen the ability to lead multicultural teams efficiently
- Apply cultural intelligence principles within institutional and organizational contexts

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Training Methodology

The course adopts an interactive training methodology that emphasizes deep applied learning rather than purely theoretical instruction. Content is delivered through a balanced mix of interactive presentations, real-world case studies, group discussions, and analysis of authentic leadership situations drawn from multicultural work environments.

Participants engage in reflective thinking exercises designed to uncover unconscious cultural assumptions and link them to leadership behavior patterns. The methodology also includes simulation activities that highlight cross-cultural communication challenges and support the practical development of effective workplace communication.

Collaborative group work is used to exchange experiences among participants, supported by structured feedback sessions that connect cultural intelligence, cultural diversity management, and global organizational culture. All activities are grounded in academic literature and proven training frameworks, while respecting the Arab and institutional context.

Course Toolbox

- Practical examples from real work environments
- Self-analysis exercises and guided discussions
- Conceptual analytical frameworks for cross-cultural communication

Note: No ready-made tools or templates are provided. The focus is on practical insights and adaptable real-world examples that can be customized to each participant's work environment.

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Course Agenda

Day 1: Introduction to Cultural Intelligence and Contemporary Leadership

- **Topic 1:** Concept, origins, and importance of cultural intelligence for leaders
- **Topic 2:** Differences between cultural intelligence, social intelligence, and emotional intelligence
- **Topic 3:** Culture as a mental framework: values, beliefs, and unconscious assumptions
- **Topic 4:** Globalization and its impact on leadership roles in the workplace
- **Topic 5:** Why leaders fail without cultural awareness: common mistakes and lessons learned
- **Reflection & Review:** Extracting core concepts and linking them to participants' realities

Day 2: Dimensions of Cultural Intelligence and Leadership Application

- **Topic 1:** The cognitive dimension of cultural intelligence and understanding cultural differences
- **Topic 2:** The metacognitive dimension: thinking about cultural thinking
- **Topic 3:** The motivational dimension and the role of drive in cross-cultural interaction
- **Topic 4:** The behavioral dimension and adaptability in leadership and communication styles
- **Topic 5:** Assessing a leader's level of cultural intelligence
- **Reflection & Review:** Analyzing cultural intelligence dimensions through real leadership situations

Day 3: Effective Cross-Cultural Communication in the Workplace

- **Topic 1:** Cultural communication patterns in multinational organizations
- **Topic 2:** Verbal and non-verbal communication across cultures
- **Topic 3:** Managing misunderstandings and cultural conflicts at work
- **Topic 4:** Meetings, feedback, and decision-making across cultures
- **Topic 5:** Developing cross-cultural workplace communication as a leadership skill
- **Reflection & Review:** Discussion of applied cases and communication behavior analysis

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Day 4: Managing Cultural Diversity and Differences in Organizations

- **Topic 1:** Managing cultural differences as a strategic organizational advantage
- **Topic 2:** Cultural diversity and its impact on performance and teamwork
- **Topic 3:** Cultural conflicts: causes, patterns, and resolution approaches
- **Topic 4:** Ethical leadership in multicultural environments
- **Topic 5:** The role of cultural intelligence in building trust and organizational belonging
- **Reflection & Review:** Evaluating participants' practices in managing cultural diversity

Day 5: Developing Multicultural Leaders and Organizational Application

- **Topic 1:** Characteristics of multicultural leaders in the modern era
- **Topic 2:** Developing multicultural leadership within organizations
- **Topic 3:** Integrating cultural intelligence into global organizational culture
- **Topic 4:** Cultural intelligence and its role in organizational change and transformation
- **Topic 5:** A practical roadmap for applying cultural intelligence in the workplace
- **Reflection & Review:** Comprehensive review and individual and organizational application insights

How This Course Differs from Other Programs

This course goes beyond theoretical explanations of cultural intelligence by directly linking it to institutional leadership roles, decision-making, and cross-cultural workplace communication. Unlike traditional programs that focus on surface-level cultural differences, this course addresses the deeper foundations of global organizational culture and their impact on leadership behavior and organizational performance.

The program is built on recognized scientific sources and proven training frameworks, with a clear integration of social intelligence and cultural intelligence within a unified leadership context. Cultural difference management is positioned as a strategic leadership capability rather than merely a communication skill.

This course represents a comprehensive leadership development program for multicultural environments, equipping participants with the ability to analyze, adapt, and make decisions with high cultural awareness, while ensuring direct applicability in both public and private sector work environments.