XCELERATE TRAINING INSTITUTE

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DIVERSITY, EQUITY, AND INCLUSION (DEI)

Cultural Competence in the Workplace Training Course

DURATION	LANGUAGE	FORMAT
3 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
18 – 20 Jan 2027	Live online	Online (live)	€900
26 – 28 Jul 2027	Live online	Online (live)	€900
23 – 25 Aug 2027	Geneva	Classroom	€2,600

Register or ask a question

Online: x8ti.com/course/cultural-competence-in-the-workplace-training-course/

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Cultural Competence in the Workplace Training Course

Introduction

In today's globalized workplace, cultural diversity is a key driver of innovation and growth. This program empowers participants to develop cultural competence, helping them navigate and respect diverse cultural perspectives. By improving cross-cultural communication and collaboration, participants will gain the tools to succeed in multicultural environments and contribute to a more inclusive organizational culture.

This Xcelerate Training Institute course equips participants with the skills to navigate and respect diverse cultural perspectives, fostering better collaboration in a global workforce.

Training Objectives

- Understand Cultural Diversity: Learn about the impact of cultural differences on workplace dynamics and relationships.
- Develop Cross-Cultural Communication Skills: Master techniques for effective communication across diverse cultural settings.
- Foster Inclusivity: Build a foundation of respect, inclusion, and appreciation for cultural diversity in teams.
- Apply Cultural Knowledge: Translate cultural awareness into actionable strategies for improved collaboration.

Training Methodology

- Cultural Simulations: Engage in immersive role-playing scenarios that highlight common cultural misunderstandings and effective resolutions.
- Group Discussions: Facilitate open dialogue on cultural norms and values to enhance collective understanding.
- Case Studies: Examine real-world examples from global organizations that demonstrate successful cultural integration.
- Interactive Workshops: Explore cultural dimensions such as power distance, individualism vs. collectivism, and communication styles through hands-on activities.
- Action Planning: Develop practical strategies for fostering inclusivity in participants' own workplaces.

Benefits for You

- Improved Multicultural Communication: Gain confidence and fluency in interacting with colleagues, clients, and stakeholders from diverse cultural backgrounds.
- Greater Empathy and Respect: Develop a deeper appreciation for cultural differences, enhancing interpersonal relationships.
- Career Advancement: Build critical skills that are highly valued in global organizations and leadership roles.

Benefits for Your Organisation

- Enhanced Team Collaboration: Foster harmonious and productive relationships across multicultural teams.
- Strengthened Global Business Relationships: Equip employees to represent the organization effectively in international markets.
- Increased Innovation: Leverage diverse perspectives to fuel creativity and problem-solving.
- Inclusive Workplace Culture: Promote a sense of belonging and equity for all employees.

Who Should Attend

- Employees working in global or multicultural teams.
- Human Resources (HR) professionals tasked with managing diversity and inclusion initiatives.
- Managers and leaders are responsible for guiding diverse teams or operating in international contexts.

Course Outline

Understanding Culture and Its Impact

- Defining culture and its role in shaping perceptions and behavior.
- The impact of cultural diversity on workplace dynamics.
- Activity: Group discussion on personal cultural influences.

Frameworks for Analyzing Cultural Differences

- Introduction to Hofstede's Cultural Dimensions and the Lewis Model.
- Exploring cultural dimensions such as individualism vs. collectivism, power distance, and uncertainty avoidance.
- Case Study: Comparing cultural dimensions in different countries.

Cultural Self-Awareness

- Identifying personal cultural biases and assumptions.
- Reflective exercise: Recognizing cultural influences on your behavior and decision-making.

Cross-Cultural Communication Essentials

- Verbal communication: Direct vs. indirect communication styles.
- Non-verbal communication: Body language, gestures, and eye contact across cultures.
- Activity: Group role-playing to practice communication in diverse settings.

Building Empathy and Active Listening Skills

- Techniques for empathetic listening in multicultural contexts.
- Activity: Listening exercise with cultural scenarios.

Addressing Cross-Cultural Challenges

- Strategies for resolving cultural misunderstandings and conflicts.
- Activity: Case study analysis of workplace cultural conflicts.

Global Business Etiquette

- Understanding workplace norms and etiquette across cultures.

- Activity: Interactive session on dos and don’ts in different regions.

Fostering Inclusivity in Teams

- Building an inclusive team culture: Best practices.
- Encouraging diverse perspectives and collaboration.
- Activity: Team exercise to solve a problem with diverse inputs.

Leadership and Cultural Competence

- The role of leaders in driving cultural competence.
- Strategies for managing multicultural teams effectively.
- Activity: Role-playing exercises for leadership scenarios.

Action Planning for Cultural Competence

- Developing personalized action plans to enhance cultural competence in your role.
- Activity: Peer review and feedback on action plans.

Evaluation and Long-Term Strategies

- Measuring progress and success in cultural competence.
- Long-term strategies for promoting diversity and inclusion in the workplace.
- Group discussion: Sharing ideas for implementing changes in your organization.

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Registration Form

Cultural Competence in the Workplace Training Course

Preferred dates: ..... Venue or online: .....

Duration: 3 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

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Register online
Open the course page