



Consulting and Training | Reach New Heights

Course Name

Intercultural Communication: Diversity and Inclusion

Sector Name

Interpersonal Skills and Self Development

Document Type

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Intercultural Communication: Diversity and Inclusion

Course Introduction

The Intercultural Communication: Diversity and Inclusion course provides essential knowledge and practical tools for communicating effectively across cultures in today's global and diverse workplaces. As organizations become more internationally connected, professionals must understand how cultural differences influence communication styles, workplace behavior, and collaboration.

This course explores the fundamentals of cross-cultural communication, diversity awareness, cultural intelligence, and inclusive workplace practices. Participants will learn how to navigate cultural differences, avoid misunderstandings, and build respectful and productive relationships with colleagues, clients, and global teams.

Through practical frameworks and real-world examples, the course helps professionals strengthen their intercultural competence, communication skills, and inclusive leadership abilities. By understanding diversity and inclusion principles, participants can foster collaboration, improve team performance, and create work environments where people from different cultural backgrounds feel respected and valued.

Intercultural Communication: Diversity and Inclusion

Target Audience

- ✓ Executive Secretaries
- ✓ Executive Personal Secretaries
- ✓ Personal Secretaries
- ✓ Executive Assistants
- ✓ Personal Assistants
- ✓ Office Managers
- ✓ Administration Managers
- ✓ Management Secretaries
- ✓ Senior Assistants

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Intercultural Communication: Diversity and Inclusion

Learning Objectives

- ✓ Gain a comprehensive understanding of the advantages of having a multicultural workforce.
- ✓ Learn models of feedback, communication, and listening.
- ✓ Identify the four foundational behavioral styles and the benefits and challenges of each.
- ✓ Understand the importance of body language in the listening process.
- ✓ Familiarize oneself with Geert Hofstede's four cultural dimensions and their impact on communication.
- ✓ Recognize and apply techniques for better listening when communicating with others.
- ✓ Design an action plan to improve communication skills.

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Intercultural Communication: Diversity and Inclusion

Course Outline

✓ 01 Day One

Dollars And Sense: Profiting From Cultural Differences

- ✓ Cultural Self-Assessment: Cultural Perspective and Bias
- ✓ Advantages of having a Multicultural Organization
- ✓ Explore culture and working habits

Cross-cultural Foundations: Understanding Cultures

- ✓ National culture, Professional culture, and Organisational culture
- ✓ Four Elements that contribute to how people view culture
- ✓ Four foundational behavioral styles and the benefits and challenges of each.
- ✓ Competencies that allow for effective communication across cultural barriers

Listen Up: A Better Means Of Communication

- ✓ How culture influences communicative processes
- ✓ Geert Hofstede's four cultural dimensions and their impact on communication.
- ✓ How people from different cultures use language differently
- ✓ Ensure that your message is clearly understood by all
- ✓ Strategies for improving listening skills

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Course Outline

✓ 02 Day Two

Reading Nonverbal Cues

- ✓ Importance of non-verbal communication signals
- ✓ Ways non-verbal communication cues affect the communication process
- ✓ How to listen effectively by recognizing non-verbal cues
- ✓ How cultural and gender differences influence the interpretation of body language

Putting It In Writing: Communicating Across Cultures

- ✓ Assessing written communication from different parts of the world
- ✓ Determining the differences in written communications
- ✓ Best practices for creating an accessible and culture-friendly document
- ✓ Tools for communicating better in writing

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Course Outline

✓ 03 Day Three

Agreeing To Disagree: Solving Cross-Cultural Conflicts

- ✓ Different points of view that lead to conflict
- ✓ Recognize and avoid intercultural pitfalls
- ✓ Techniques to communicate a point of view
- ✓ Working through process-driven and people-driven disagreements

Working Together, Sticking Together

- ✓ Personal and Business Value of a Multicultural Workplace
- ✓ Delivering feedback effectively across language and culture
- ✓ Holding effective meetings for multicultural teams
- ✓ Strategies for inclusion – making sure everyone's voice is heard

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 9, 2027	May 11, 2027	3 days	3250.00 \$	Bahrain , Manama
Aug. 16, 2027	Aug. 18, 2027	3 days	3250.00 \$	UAE , Dubai
Oct. 26, 2026	Oct. 28, 2026	3 days	3250.00 \$	UAE , Dubai
Jan. 11, 2027	Jan. 13, 2027	3 days	4950.00 \$	USA , Texas

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