Cross-Cultural Competence Training Course

Professional Development Training Course Outline

Category	Human Resource Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s globalized workforce, cross-cultural competence has become a critical skill for professionals seeking success in diverse environments. Cross-Cultural Competence Training Course empowers participants to understand, navigate, and leverage cultural diversity to enhance collaboration, innovation, and organizational performance. Participants will develop emotional intelligence, intercultural communication skills, and adaptability, essential for thriving in multinational teams and global business landscapes.

By integrating real-world case studies, interactive workshops, and experiential learning, this course equips learners with practical tools to manage cultural differences effectively. Attendees will gain strategic insights into cultural norms, behavioral patterns, and conflict resolution across cultures, fostering inclusive leadership and high-performing multicultural teams.

Programme Curriculum

Cross-Cultural Competence Training Course

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Course Duration

5 days

Course Objectives

1. Develop intercultural communication skills to engage effectively across cultures.
2. Enhance emotional intelligence for cross-cultural understanding.
3. Understand cultural dimensions and their impact on behavior.
4. Master global business etiquette and professional norms.
5. Build inclusive leadership capabilities.
6. Navigate cross-cultural conflicts with advanced problem-solving strategies.
7. Leverage diverse team strengths for innovation and creativity.
8. Apply adaptability techniques in multicultural environments.
9. Strengthen negotiation and influence across cultural contexts.
10. Recognize and mitigate unconscious bias in decision-making.
11. Implement effective virtual collaboration in global teams.
12. Enhance intercultural awareness for organizational success.
13. Drive employee engagement and retention through culturally competent practices.

Target Audience

1. Multinational team leaders and managers
2. Human resource professionals
3. Corporate executives and senior leaders
4. Project managers in global assignments
5. Customer service and sales professionals in international markets
6. Diversity, equity, and inclusion (DEI) practitioners
7. Educators and trainers working in multicultural environments
8. Employees preparing for international assignments or relocation

Course Modules

Module 1: Foundations of Cross-Cultural Competence

- Understanding culture and its influence on behavior
- Hofstede’s cultural dimensions and frameworks
- Cultural self-awareness and personal biases
- Case Study: Successful global leadership adaptation
- Cultural self-assessment

Module 2: Intercultural Communication Skills

- Verbal and non-verbal communication across cultures
- Active listening and empathy in multicultural settings
- Communication barriers and misunderstandings
- Case Study: Global marketing communication challenges
- Effective cross-cultural dialogue

Module 3: Emotional Intelligence in Cultural Contexts

- Self-awareness and self-regulation in diverse teams
- Empathy across cultures
- Building trust in multicultural relationships
- Case Study: Emotional intelligence driving team performance
- Emotional intelligence exercises

Module 4: Inclusive Leadership and Diversity

- Principles of inclusive leadership
- Leading multicultural teams effectively
- Promoting psychological safety and equity
- Case Study: Diversity-driven innovation success
- Designing an inclusive team strategy

Module 5: Conflict Resolution Across Cultures

- Understanding cultural roots of conflict
- Negotiation strategies for diverse teams
- Mediation techniques in multicultural settings
- Case Study: Resolving conflicts in a global project
- Conflict resolution practice

Module 6: Global Business Etiquette and Protocol

- Professional norms across regions
- International meeting and negotiation etiquette
- Business dining and protocol differences
- Case Study: International client relations
- Practicing cross-cultural etiquette

Module 7: Virtual Collaboration Across Borders

- Managing remote multicultural teams
- Tools and strategies for virtual communication
- Overcoming time-zone and language barriers
- Case Study: Successful virtual global project management
- Virtual team collaboration challenge

Module 8: Strategy for Sustainable Cross-Cultural Competence

- Building a personal development plan
- Integrating cross-cultural skills in career growth
- Measuring cultural competence in organizations
- Case Study: Long-term cultural competence strategy
- Implementing learned strategies

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.

- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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