

ENHANCE YOUR CULTURAL INTELLIGENCE

An essential skill for being effective
in your leadership interactions.

Webinar Course Program

OVERVIEW

Course Details

5 weekly live Webinars

Module 1: 90 min
Module 2: 60 min
Module 3: 60 min
Module 4: 60 min
Module 5: 60 min

Webinars will be recorded and sent to participants who could not attend live.

What's included

- ✓ Weekly Webinars
- ✓ Course Material and Workbook
- ✓ Weekly homework and Action challenges
- ✓ Online interaction with instructors between modules
- ✓ List of recommended resources for further individual study and growth

Registration limit

The course is limited to 25 participants. Please register asap to avoid disappointment.

CCEU's

For coaches: Resource CCEU's available on request

Non-Profit

Special rates available for Non-Profit leaders. Please request via email



BENEFITS

Cultural intelligence (CQ) – the capability to function effectively in culturally diverse situations – has gained increased attention from global business leaders over the past decade, due to its expanding relevance to globalization, international leadership, and workforce diversity.

As leaders, we work with people who look, believe and think in radically different ways from us. We experience cross cultural situations every day, in interactions with our team, fellow employees, clients and customers.

Current research highlights that enhanced cultural intelligence strongly influences cultural adaptation, expatriate performance, leadership effectiveness, intercultural negotiation, and cross-cultural team dynamics. It helps avoid costly misunderstandings, creates strong relationships and equips leaders to be responsive instead of reactive when faced with new cultural challenges.

It's impossible to learn about the many layers of culture we might come into contact with. Cultural Intelligence equips us with a flexible set of tools and skills that allow us to respond effectively in any cultural setting.

Key course benefits:

- ✓ Learn how to maximize opportunities from diversity to successfully meet clients and business needs.
- ✓ Develop intercultural communication skills for better results with colleagues and clients.
- ✓ Apply tools and frameworks to better understand and adapt to cultural dynamics.
- ✓ Identify personal strategies for developing cultural intelligence.
- ✓ Discover how to deal effectively with conflict situations in cross-cultural encounters.



METHODOLOGY

This course is a unique opportunity to extend learning beyond the 'WHAT is cultural intelligence?' conversation and focus on cultural assessments, to becoming skilled in HOW to be culturally responsive and intelligent in everyday interactions.

It has been designed to deliver a deeply practical learning experience for participants: applying useful theory with experiential learning, and giving plenty of opportunities to practice skills and share insights in a safe and supportive group setting.

The course is scheduled over a period of 5 weeks, enabling participants to apply what they have learned back in their workplace and deepen their cultural intelligence toolkit over time.

The online format of this course allows to draw together an international learning cohort, providing a cross-cultural learning experience to the participants.

Increase your Self-Awareness

Build culturally responsive skills

Gain knowledge

Practice in a safe learning environment

Apply in real work situations

Extend your range of expertise

Identify areas of growth

Learn & receive support from peers

TARGET AUDIENCE

This course has been created for:

Business leaders who want to become more successful in working with individuals and teams with diverse cultural backgrounds.

Executive / leadership coaches who want to become more effective in supporting their clients who face cross-cultural leadership challenges and/or want to create more effective coaching relationships with clients from different cultural backgrounds.



CONTENT

MODULE 1

- Learn about the importance of Status, Power and Rank in cultural interactions and experience the power of humility and vulnerability.
- Explore your own cultural identity, cultural sensitivity and motivation and how these affect your leadership / coaching interactions.
- Develop a new and dynamic understanding of culture and the different stages for deepening personal cultural intelligence.

MODULE 2

- Become aware of your cultural biases and learn how to manage them effectively.
- Realize how your assumptions impact your behavior and decision making and how to change them by developing core self management skills.
- Learn 2 essential tools that allow you to be more mindful and respond rather than react in diverse situations.

MODULE 3

- Gain awareness about your own cultural values and orientations and learn about other cultural orientations and values.
- Understand how this impacts individual thoughts, behaviors and decision making capabilities.
- Learn practical ways to leverage differences when communicating with and building cross-cultural teams, and business/ personal relationships.

MODULE 4

- Explore and practice how to prevent and/or deal effectively with cross cultural conflict situations.
- Understand the importance of trust and learn how to re-establish it when lost.
- Learn about the importance of your leadership presence and how to communicate it well.

MODULE 5

- Identify strategies to practice and develop your personal cultural intelligence over time.
- Create a Personal Commitment Plan for continuing on the journey towards mastery.



WEBINAR LEADERS

Jenny and Mirja strongly believe in the benefits of developing mindful and reflective habits - equipping leaders to respond to complex workplace and relational challenges with personal authenticity, enhanced creativity and effectiveness.

Accredited Associate Certified Coaches (ACC) through the International Coaching Federation (ICF), Certified Professional Co-Active Coaches (CPCC) through the internationally renowned Coaches Training Institute (CTI), and extensive cross cultural experience in the corporate world, they have developed expertise in working in cross cultural settings. They have been collaborating on different projects since 2012 and created Responsive Leadership at the beginning of 2014.

Jenny Buckland CPCC/ACC/Clinical Psychology



Jenny coaches clients working through challenging points of transition (geographic moves, career transitions, life stage changes). She was born and raised in South Africa, and worked as an HR leader in talent management and leadership development roles for global financial services and management consulting firms in Africa and Europe. She currently lives and works in the USA. Jenny's passion is championing the benefits of diversity. She is a commissioner for her city's Human Rights and Diversity Commission and volunteers as a community mentor and trainer for immigrant youth.

Mirja Klotz MBA/CPCC/ACC



Mirja specializes in executive and career coaching and works with clients all over the world. With 12 years of international business experience, including seven years in strategy consulting Mirja is passionate about developing leaders and believes that cultural intelligence is crucial to effective leadership. She holds an MBA from ESADE Business School and has worked in senior positions in the fields of marketing & innovation management with international experience in the US, Australia, Germany, Spain and Thailand. Originally from Germany she calls Barcelona home.



TERMS & CONDITIONS

Payment To take advantage of the early bird offer we must receive your payment on the indicated date. Standard fees apply after and must be received one day before the first webinar, latest to secure your place. Full payment is required to confirm your enrolment.

Number of Participants The number of participants is limited to 25. Please register asap to avoid disappointment.

Cancellation Policy Webinar fees for cancellations received after the Early Bird expiration date will not be refunded. Cancellations received before the Early Bird expiration date will be refunded to 50% of the total.

The webinar leaders, Mirja Klotz and Jenny Buckland reserve the right to cancel the webinar in the event of insufficient participants. A full refund of the paid webinar will be given if this is the case. No further compensation will be due by the webinar leaders.



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