Managing and Leading in a Multi-Cultural Workplace Course

20 – 24 September 2027
Geneva (Switzerland)



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Why This Course

In today's global business landscape, the ability to lead diverse, multi-cultural teams is a critical driver of organizational success. Leaders who understand cultural differences, communicate effectively across cultures, and foster inclusive environments create stronger collaboration, higher engagement, and more innovative outcomes.

This intensive 1-week program equips managers and leaders with practical strategies and tools to navigate cultural complexities, build inclusive workplaces, and lead diverse teams with confidence. Through interactive exercises, case studies, and real-world applications, participants will enhance their cultural intelligence and leadership impact.

What You'll Learn and Practice

By participating in this program, you will:

- Understand the impact of cultural diversity on team dynamics and organizational performance.
- Develop strategies for effective cross-cultural communication and conflict resolution.
- Build inclusive environments that foster collaboration, innovation, and engagement.
- Gain practical tools for managing and motivating multi-cultural teams.
- Enhance cultural intelligence and adaptability in global business contexts.
- Apply proven frameworks for inclusive leadership and diversity management.

The Program Flow

Day 1: Understanding Cultural Diversity in the Workplace

- Exploring cultural dimensions and their influence on work behaviors.
- Recognizing and overcoming unconscious biases.
- The business case for diversity and inclusion.
- Assessing organizational cultural competence.

Day 2: Cross-Cultural Communication Strategies

- Effective verbal and non-verbal communication across cultures.
- Active listening and empathy in diverse settings.
- Adapting communication styles for different cultural contexts.
- Overcoming language barriers and working with interpreters effectively



Day 3: Building Inclusive Teams and Work Environments

- Fostering psychological safety in diverse teams.
- Inclusive leadership practices and behaviors.
- Strategies for team building across cultures.
- Leveraging diversity to drive creativity and innovation.

Day 4: Managing Conflict and Negotiation in Multi-Cultural Settings

- Understanding cultural approaches to conflict.
- Mediation and conflict resolution techniques.
- Cross-cultural negotiation strategies.
- Case studies in multi-cultural conflict management.

Day 5: Global Leadership and Organizational Culture

- Developing a global mindset for leadership.
- Adapting leadership styles for diverse cultural contexts.
- Creating and managing high-performing global teams.
- Strategies for building and sustaining an inclusive organizational culture.

Individual Impact

- Improved ability to lead and motivate multi-cultural teams effectively.
- Enhanced cultural intelligence and adaptability in diverse work settings.
- Practical tools for fostering inclusion and managing cross-cultural conflicts.
- Greater confidence in leveraging diversity to drive innovation and team performance.

Organizational Impact

- Stronger inclusion and diversity practices across teams and departments.
- More effective collaboration and communication in global or multi-cultural teams.
- Enhanced organizational innovation and engagement through diverse perspectives.
- Reduced risks of conflict and miscommunication in cross-cultural settings.

Training Methodology

- Interactive workshops and scenario-based exercises.
- Real-world case studies and organizational examples.
- Role-playing and team activities for hands-on learning.
- Peer discussions and structured feedback to refine leadership skills.



Beyond the Course

Participants will leave equipped to:

- Lead diverse teams with confidence and cultural sensitivity.
- Communicate effectively across cultures and manage conflicts constructively.
- Apply inclusive leadership frameworks to enhance collaboration and innovation.
- Build organizational cultures that value diversity and drive sustainable success.

