

Emirati Cultural Intelligence Training



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Emiratis live and work amongst a diverse population of expats and a key attribute to possess in such an environment is Cultural Intelligence. CQ is an essential ability needed in order to create a successful and effective alliance in situations where cultural differences play a role, which is directly linked to our cultural identity.

A significant part of who we are, our personality, is our cultural identity. This colorful and important dimension affects our behaviour, perceptions and overall well-being. Having a secure and realistic understanding of one's cultural identity as well as an acknowledgement of the differences that exist amongst people results in an overall sense of well being, a heightened sense of awareness and a deeper tolerance towards the people we work with.

Cultural intelligence (CQ) is your capability to grow personally through continuous learning and good understanding of diverse cultural heritage, wisdom and values, and to deal effectively with people from different cultural background and understanding.

Organizational effectiveness is increasingly dependent on people who can be effective and respectful in a variety of cultural situations, especially at the work place.

In the broadest sense, Cultural Intelligence will strengthen the ability of employees to understand, interpret, and analyze business issues and global affairs. It is certainly a valuable addition to our understanding of different forms of intelligence.

While cross cultural interactions provide an exciting, vibrant and emerging environment where cultural differences give rise to all kinds of creativity and possibility, it can also be a world of potential bias, misunderstanding, conflict and missed opportunities.

Key questions to ask?

- How well prepared are we to excel in such diverse environments?
- Do we have the necessary knowledge and skills?
- If, so, do we know when/where to apply it?
- Do have strategies to deal with conflict that might arise?
- How do we continue to grow, develop and adapt amongst ambiguous behaviors?
- How aware are we of our own cultural identity and biases?
- How accepting are we of the truth that differences are not deficiencies?

Our program, Emirati Cultural Intelligence Training, goes beyond simple do's and don'ts enabling your employees to be more culturally proficient and competent at the work place. Differences amongst people become possibilities for learning and growth as our world becomes bigger and more complex. Because we can appreciate multiple perspectives and make appropriate adjustments, in our behavior, we are much better able to quickly adjust and relate effectively to others who backgrounds are not at all like ours.

Culture is pervasive; everyone it

Understanding cultural differences leads to success

Learning to adapt & behave in different cultural situations is empowering

Teamwork brings people together, regardless of their differences

Unity in diversity is our main mission

Resisting change results in resisting growth

Exploring cultural diversity is the key to shifting perspectives

Expected Accomplishments

- Define what culture means to and what aspects of life is touched by it
- Understand the concept of cultural identity and how it is formed
- Understand what cultural intelligence is and why it is important
- Recognizing biases in ourselves and others
- Discover how to function effectively in diverse cultural environment.
- Avoid communication breakdowns caused by cultural gaps.
- Understand how cultural differences can affect the communication process
- Effectively manage culture stress caused by lack of information
- Acquire a broad understanding of barriers and bridges to cultural gaps
- Acquire a broad understanding of issues of key concern to the Middle East
- Moving across boundaries and seeing the world from multiple perspectives

Course Outline

- Building organizational successful through Cultural Intelligence
- CQ versus other types of intelligence
- Gardener's levels of intelligence
- What is your cultural identity
- Independent vs. dependent construal of self
- How does it impact our perceptions and behaviors

Checking Cultural lenses

- What are cultural biases?
- Recognizing the way cultural differ and how they influence our decisions and thinking
- Stereotypes and prejudices we might have



Global Consciousness

- Moving across boundaries and seeing the world from different perspectives
- Being able to remove ourselves from a uni dimensional cultural orientation
- Developing a greater sense of understanding and empathy

Intercultural Communication

- Exploring both verbal and non verbal variations in communication
- Exchanging ideas and feeling about these differences
- Analyzing the interconnectivity of culture and language
- Looking at what might get lost in translation

Managing Cross Cultural Conflict

- Highlighting common issues which might arise
- Discussing effective and constructive ways of dealing with tension
- Knowing how to be culturally sensitive yet assertive

Multi Cultural Teaming

- Working with others from a diverse background
- Different perception of team work across cultures
- How fault lines develop in teams
- Learning how to manage and contribute to these teams
- Exploring the notion of trust and responsibility in team work

Wrapping Up

- Review of key points
- Lessons learned
- Completion of Action Plans & Evaluation