

Breaking Cultural Barriers: Cultivating Cross-Cultural Intelligence

Building an inclusive workplace starts with understanding the invisible forces that shape how we perceive and interact with people from different cultures. This session explores how cultural biases influence our behaviours, communication, and decision-making, and provides practical tools to develop Cultural Intelligence (CQ).

Participants will learn to recognise cultural biases, adapt to differences, and foster inclusive practices that bridge diverse perspectives, creating a workplace where everyone feels understood, respected, and empowered.

Learning Objectives

- Identify common cultural biases and understand how they affect workplace interactions and wellbeing.
- Explain why Cultural Intelligence is critical for effective collaboration.
- Apply practical strategies to build CQ, adapt to cultural differences, and foster inclusive behaviours in the workplace.

Content Outline

Understanding Culture & Bias

- Defining culture: Visible and invisible elements
- Cultural bias: How stereotypes, prejudice, and discrimination emerge
- Examples of cultural biases in workplace scenarios

Why Cultural Bias Creates Misunderstandings

- How cultural bias forms
- What is Cultural Intelligence (CQ) & its importance

Strengthening Cultural Intelligence at Work

- The Four Components of Cultural Intelligence (CQ)
 - Drive
 - Knowledge
 - Strategy
 - Action