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COURSE BROCHURE

# Leading with Cultural Intelligence in Diverse Workforces Training Course

11 – 15 January 2027
Amsterdam

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**Ref:** 1680_61586 **Date:** 11 – 15 January 2027 **Location:** Amsterdam **Fees:** 5600 GBP

Leading with Cultural Intelligence in Diverse Workforces is a 1-week training course for supervisors and middle managers who lead mixed-nationality crews, wards, sites or service desks in one location, and who leave with a Workforce Cultural Intelligence Charter. Organisations increasingly staff a single shift with people from many languages and traditions, so misread signals now cost safety, quality and retention. Jupiter Prime Training runs this course on leading with cultural intelligence in diverse workforces.

## Why Leading with Cultural Intelligence in Diverse Workforces Matters Now

Three pressures meet on the shop floor and in the clinic: labour mobility that brings many nationalities into one crew, safety and quality procedures that depend on instructions being understood exactly, and employees who expect fair treatment regardless of origin. Leaders who read cultural cues cut rework and near misses; others mistake silence for agreement. The course builds on the four-factor Cultural Intelligence CQ model, Hofstede's cultural dimensions, Edward Hall's high- and low-context communication and the Lewis Model of cultural types.

## Who Gains Most from Leading with Cultural Intelligence in Diverse Workforces

- Supervisors who brief mixed-language crews before each shift
- Ward and unit leads coordinating staff trained in different healthcare systems
- Site and project managers handing work between subcontractor teams of several nationalities
- Service desk leads balancing customer expectations with a diverse front line
- Line managers handling grievances or performance issues that carry a cultural dimension

Supervisors from one site gain most together, agreeing shared briefing and escalation habits.

## Leading with Cultural Intelligence in Diverse Workforces Capabilities

Each capability turns cultural awareness into a concrete supervisory habit on the floor.

- Assess personal CQ drive, knowledge, strategy and action with a self-profile — development priorities
- Apply cultural dimensions to explain reactions to hierarchy, time and feedback — fair performance judgements
- Design shift briefings that work across languages and literacy levels — safety and quality outcomes
- Communicate corrective feedback in ways that preserve face — retention and trust
- Build cross-group trust through mixed pairings and shared rituals — cohesion across nationalities
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Weigh when to adapt leadership style and when to hold one standard — consistency and fairness

## Key Leading with Cultural Intelligence in Diverse Workforces Terms

- Cultural intelligence CQ — the capability to function and lead effectively in culturally diverse settings, measured across drive, knowledge, strategy and action.
- Power distance — the degree to which people accept and expect unequal distribution of authority in a group.
- High-context communication — a style where meaning relies on relationships, tone and setting more than on explicit words.
- Face — the public self-image and dignity a person seeks to protect in front of others.
- In-group bias — the tendency to favour people who share one's language, origin or background.
- Teach-back — asking a listener to explain an instruction in their own words to confirm understanding.

## Leading with Cultural Intelligence in Diverse Workforces Day by Day

### Day 1: The Mixed-Nationality Workplace

- Workforce Diversity Map — Languages, Origins and Tenure in One Unit
- CQ Self-Profile on Four Factors — Personal Development Priorities
- Incident and Complaint Patterns — Where Cultural Misreads Already Cost
- In-Group Bias Awareness — Spotting Cliques Along Language Lines
- Supervisor Role Expectations Across Cultures — What Staff Assume of a Boss

### Day 2: Reading Cultural Dimensions at Work

- Hofstede Dimensions Applied to Crew Behaviour — Hierarchy, Risk and Time
- Lewis Model Types — Linear, Multi-Active and Reactive Colleagues
- Power Distance in Escalation — Why Problems Stay Unreported
- Attitudes to Time and Punctuality — Setting Fair Shift Standards
- Individual and Collective Motivation — Choosing Recognition That Lands

### Day 3: Communicating Across Languages and Contexts

- High- and Low-Context Messages — Reading Silence and Indirect Refusals
- Plain-Language Shift Briefings — Visuals, Short Sentences and Teach-Back
- Face-Saving Corrective Feedback — Private, Specific and Respectful Delivery
- Interpreter and Buddy Arrangements — Bridging Critical Safety Instructions
- Non-Verbal Signals Across Cultures — Gestures, Distance and Eye Contact

### Day 4: Trust, Fairness and Style Adaptation

- Cross-Group Pairing and Rotation — Breaking Language Cliques Deliberately
- Shared Rituals and Celebrations — Building Belonging Without Favouritism
- Style Flexing Grid — When to Adapt and When to Hold the Standard
- Culturally Aware Grievance Handling — Hearing Complaints Without Bias
- Fair Allocation of Shifts and Overtime — Visible Rules Everyone Trusts

## Day 5: Practising the Workforce Cultural Intelligence Charter

- Simulated Mixed-Crew Briefing — Applying Plain Language and Teach-Back
- Feedback Role-Play Across Cultures — Using Face-Saving Delivery
- Escalation Scenario Under High Power Distance — Drawing Out Hidden Issues
- Peer Review of Style Flexing Choices — Testing Fairness and Consistency
- Workforce Cultural Intelligence Charter — Final Version for the Home Unit

## Applying Leading with Cultural Intelligence in Diverse Workforces After the Course

- Redesign one recurring shift briefing in plain language with a teach-back check and observe the result for two weeks.
- Set up mixed-language pairings on one task rotation and track whether issues are reported earlier.

## Leading with Cultural Intelligence in Diverse Workforces Questions FAQ

### What is leading with cultural intelligence in diverse workforces, and why does it matter now?

It is supervising people of many nationalities in one workplace so instructions, feedback and fairness land as intended. It matters now because mixed crews are common, and cultural misreads show up as safety incidents, rework and turnover.

### Which roles gain most from leading with cultural intelligence in diverse workforces?

Front-line supervisors, ward leads and site managers gain most. You benefit if you brief mixed-language shifts on a construction site, in a hospital unit or at a busy service desk.

### How does leading with cultural intelligence in diverse workforces differ from global virtual team leadership?

It focuses on co-located, mixed-nationality crews rather than teams spread across countries and time zones. It stresses shift briefings, face-saving feedback and fair allocation.

### What do you bring back from leading with cultural intelligence in diverse workforces?

You bring back a charter for your own unit. It sets briefing rules, feedback norms, pairing arrangements and escalation habits, rehearsed through mixed-crew simulations.

## Leading with Cultural Intelligence in Diverse Workforces: The Way Forward

The Workforce Cultural Intelligence Charter gives a supervisor agreed rules for briefing, feedback and fairness across nationalities. It first informs how the next shift briefing is run. The supervisor owns it and shares it with crew leads and the site or unit manager. After its first month, revisit which groups still stay silent and why.