



*Cultural intelligence is a person's capability for successful interaction with people from another culture.

A one day workshop to increase your Cultural Intelligence including:

- ◆ Understanding culture
- ◆ The extent and influence of culture
- ◆ Identity and culture
- ◆ The five dimensions of culture
- ◆ Recognising and resolving cross-cultural conflict.

At the end of the day you will have:

- ◆ Developed the skills and tools for a multi-cultural workplace.
- ◆ Sharpened your communication skills
- ◆ Increased your ability for effective team working.
- ◆ Expanded your customer service capability.
- ◆ Maximised your potential for long term business relationships.



Monday 18th January 2010. 9.30am - 4.30pm. £120 per delegate

Venue: SHARE, Kirkhaven Church, 120 Sydney Street, Glasgow, G31 1JF

For more information contact ruthforsythe@aletheiaconsultants.org or 07824 641212

"You need cultural intelligence even if you never leave home."

CQ: Developing Cultural Intelligence at Work, Earley, Ang and Tan.