

Leading with Cultural Intelligence

Inclusive leadership skills to build and support inclusion for multicultural and multifaith teams.

Australian workplaces are not insulated from the world around them. Global conflict, migration, rising faith-based discrimination and attacks, social polarisation, and misinformation increasingly shape the realities that employees bring into the workplace each day. At the same time, Australian organisations are increasingly more culturally and religiously diverse than ever before. These realities place a new and urgent demand on leaders: the ability to ensure that teams are working effectively, productively, respectfully, and psychologically and culturally safely across cultural and faith difference.

This is where cultural intelligence becomes essential.

Cultural intelligence is not simply about having an awareness of difference or celebrating diversity. It is the capability to relate to, communicate and work effectively in culturally diverse situations, particularly when values, communication styles, beliefs, and lived experiences differ widely. In a globalised world and workforce, cultural intelligence is no longer optional, but rather it is a core leadership capability that underpins team inclusion, psychological safety, productivity, performance, wellbeing, engagement, and trust.

This program looks to build cultural intelligence leadership capabilities, highlight ways in which leaders can put cultural intelligence into action across their teams and organisation, and discusses how leaders can support multifaith inclusion through reasonable adjustments. The program also explores managing difficult and polarising conversations across multicultural and multifaith teams.

The program is for people managers, team leaders, senior executives, and C-suite leaders looking to develop or improve their capabilities to create psychologically safe, culturally responsive, and faith-inclusive teams.

This is a 2-hour program, delivered virtually or in person.

Learning Outcomes

By the end of this session, participants will be able to:

- Outline the business case for cultural intelligence and how to foster psychological and cultural safety, employee wellbeing, performance, productivity, and innovation across teams with people from diverse cultures and faiths.
- Recognise how our identity, bias and privilege influence our leadership style, behaviours, communication, and decision making.
- Apply cultural intelligence and inclusive leadership practices to communicate effectively across cultures, support cultural adaptation, and foster trust, belonging, and team collaboration.
- Respond skilfully to cultural difference, faith-based reasonable adjustments and use evidence-informed strategies to navigate difficult and polarising conversations.

Program Overview

Part 1: The case for cultural intelligence: Understanding what cultural intelligence is, why it is important in today’s workplaces and the benefits of inclusion for teams with people from diverse cultures and faiths.

Part 2: Developing cultural intelligence leadership capabilities: Exploring DCA’s inclusive leadership framework and the leadership skills and behaviours required to grow your cultural intelligence.

Part 3: Cultural intelligence in action: Practical tools to foster effective intercultural communication, cultural adaptation, psychological and cultural safety for teams with people from diverse cultures and faiths.

Part 4: Managing difficult and polarising conversations: Exploring tools for managing difficult and polarising conversations in multicultural and multifaith teams.

Interactive Elements

This program includes group discussions, case studies, self-reflection activities and pre and post training resources for participants.

Learner Profile

This program is suitable for senior leaders, C-suite, managers, people leaders, HR professionals, and D&I practitioners.

Pricing and Format

Delivery Method	Program Duration	Member Price*	Non-Member Price*
Face-to-Face	2 hours	\$4,400	\$6,050
Virtual	2 hours	\$3,850	\$5,500

To encourage maximum learner participation, this program is limited to groups of up to 20 per program. Up to 5 extra employees can attend for an additional participant surcharge of \$500 per program.

*All pricing is GST inclusive.

Next Steps

To send through an expression of interest: please complete our [program EOI form](#). Alternatively email workshops@dca.org.au or phone 02 8014 4300.

Program FAQs

See our [DCA Knowledge Program FAQs](#) page for more information.