

# Cultural Intelligence for Multicultural and Multifaith Teams

## **Understanding and building cultural intelligence to foster respectful communication and inclusive behaviours across multicultural and multifaith teams.**

Cultural intelligence is not simply about having an awareness of difference or celebrating diversity. It is the ability to relate 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 workplace capability that underpins inclusion, collaboration, psychological safety, team performance, trust and employee wellbeing and engagement.

The program highlights the role of cultural intelligence in team inclusion, reflects on the skills and behaviours required to build the participant's cultural intelligence and provides tools to communicate and collaborate effectively with colleagues from multicultural and multifaith backgrounds.

This program is for organisations and participants looking to develop cultural intelligence to build more culturally inclusive and psychologically safe teams and workplaces.

This is a 90-minute program, delivered virtually or in person.

## **Learning Outcomes**

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

- Understand the experiences of team members from cultural and religious diverse backgrounds and the impacts of exclusion and discrimination on employee wellbeing and engagement, innovation and effective team collaboration and productivity.
- Outline what cultural intelligence is and how it can benefit them and their colleagues.
- Reflect on their level of cultural intelligence and have the tools to develop it further.
- Communicate effectively across cultures and support the cultural adaptation of team members.

## Program Overview

**Part 1:** Explore the meaning of cultural diversity and inclusion, and the experiences of people from diverse cultural and faith backgrounds in the workplace.

**Part 2:** Understanding what cultural intelligence is, why it's important in the workplace and the benefits of cultural intelligence on employee wellbeing and engagement, innovation and effective team collaboration and productivity.

**Part 3:** Reflecting on current participant's level of cultural intelligence and practical tools to foster intercultural communication and support cultural adaptation.

## Interactive Elements

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

## Learner Profile

This program is suitable for employees from any organisation and organisational level, regardless of prior subject knowledge.

## Pricing and Format

Delivery Method	Program Duration	Member Price*	Non-Member Price*
Face-to-Face	90 mins	\$3,300	\$4,950
Virtual	90 mins	\$2,750	\$4,400

To encourage maximum learner participation, this program is limited to groups of up to 30 per program. Up to 10 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](mailto:workshops@dca.org.au) or phone 02 8014 4300.

## Program FAQs

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