



Multicultural Sensitivity

Benefits of this training

- Raise awareness of the challenges and opportunities associated with cultural differences in professional relationships.
- Discover a practical approach for managing activities, projects, and day-to-day interactions in multicultural environments.
- Acquire tools and best practices for effectively navigating cultural differences, including the use of active listening techniques

Learning objectives

- Define culture and its key characteristics.
- Represent cultural tendencies using a simple framework such as Country Navigator.
- Derive practical recommendations for managing cultural differences through the concept of Cultural Relativity.
- Share best practices for anticipating and preventing potential conflicts.
- Apply multicultural models through practical simulations and role-playing exercises.

Teaching approaches

The training combines theoretical sessions (approximately 20%) with practical application (approximately 80%) in teams of 4 to 6 participants.

Throughout the programme, participants practice proven methods and best practices through interactive exercises and collaborative discussions.

Target audience

This awareness course is intended for anyone wishing to better understand cultural differences and adapt more effectively to multicultural environments in their day-to-day professional activities.

In-house training

Duration: 1 Day

Presential only
Customization possible

Language: English or French

Prerequisites: none

Recommendations:
none

Access timeframe: 2 weeks

Implementation timelines:
Based on the analysis of the client's needs

Evaluation:
Self-assessment of prior knowledge at the start of the training program
Self-Assessment form upon completion of Training

Methods used for the workshop:
In full-group and sub-groups, role-playing based on a central case study

5 to 12 participants

Accessibility for disabled people:
Yes, please contact us to discuss options

Prices: Please, contact us



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Program

Introduction

- Icebreaker activities designed to stimulate discussions and encourage participants to share experiences from multicultural environments.

Exploring Models of Cultural Differences

- Discover and understand cultural differences.
- Share best practices for working in multicultural environments and apply them collaboratively through interactive workshop posters.

Understanding Cultural Confrontation Styles and Their Impact

- Explore different approaches to confrontation and disagreement across cultures.
- Discuss and share best practices for managing cultural differences effectively.

Making Extensive Use of Active Listening

- Understand the principles of active listening to enhance mutual understanding.
- Apply active listening techniques through practical examples and exercises.

Identifying and Applying Best Practices in a Multicultural Environment

- Recognize the warning signs of deteriorating relationships and understand the associated best practices.
- Apply these best practices to a realistic case study through participant role-playing and simulation exercises.



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Key Figures

More than **20,000 participants** worldwide over nearly **20 years**.

For **90%** of participants (*), the training pedagogical progress is perfectly matching their needs.

97% of participants (*) highlight our trainers' ability to bring knowledge to life, drawing on their real-world professional experiences.

Our training programs meet the objectives (**) for **93%** of the participants (*)

(*) Period from January 2025 – December 2025

(**) usefulness of the content for professional development and overall satisfaction of the training