Developing Cultural Intelligence
Learning Path
Contents

Developing Cultural Intelligence Learning Path

3d learning philosophy p.3
Learning Path Benefits p.4
Learning Path Overview P.5 - 8
TMA World Faculty p.9
Delivery and Integration p.10
About TMA World p.11
3d Learning Philosophy

We recognize that quality learning is most often the outcome of a well-designed process, not chance.

We have created a simple, but powerful, three-phase process for our Learning Path solutions that we call the 3ds: Discover-Develop-Deploy.

All phases of the process are important, but we place emphasis on Deploy. We are not in the business of providing learning for its own sake. The only desired outcome is change in the learner (mindsets, skills, knowledge, behaviours) leading to measurable performance improvement and business results.
Developing Cultural Intelligence
Learning Path Benefits

Underestimating the impact of cultural differences in the global business environment can lead to misunderstandings, misalignment and missed opportunities. Leveraging the value from cultural differences, however, can lead to breakthrough thinking and more effective collaboration.

**Benefits for participants**

By completing the Developing Cultural Intelligence Learning Path, participants will be able to:

- Define cultural intelligence by focusing on attitudes, awareness, knowledge and skills
- Distinguish between attitudes and behaviors that are culturally based and those that are not
- Develop a deeper understanding of the cultures of customers and colleagues
- Use cultural intelligence to enable effective communication and build trusting relationships
- Modify their own behaviour to make the most out of cultural differences
- Work confidently with cultural differences in virtual and face-to-face environments
- Achieve desired results by acting out of choice and not out of habit

**Audience**

The *Developing Cultural Intelligence Learning Path* is aimed at all individuals who want to maximize the quality and productivity of their international relationships.
Developing Cultural Intelligence

Learning Path Overview

The Developing Cultural Intelligence learning path can be tailored to your specific requirements.
Discover the essential skills

Pre-workshop learning consists of:

- a forum that provides participants with an opportunity to discuss key issues affecting them when working across borders.
- a self-assessment of their own cultural preferences, using the TMA Worldprism™ profiling tool.
- a self-study module to help participants define cultural intelligence and focus on the key elements of attitudes, awareness, knowledge and skills.
Develop your skills

Developing Cultural Intelligence Workshop
Face-to-Face | Virtual | Asynchronous

Using the TMA Worldprism™ profiling tool, participants learn to recognise their own cultural tendencies and those of others. Through the ADAPT model, experienced facilitators help participants leverage value from differences. Thought provoking activities and facilitated discussions enable participants to acquire skills and develop action plans.

Workshop roadmap:

- Culture explored
- The personal ADAPT cycle:
  - Analyzing cultural differences
  - Deciding on a way forward
  - Applying our approach
  - Processing what happened
  - Tuning as we go
- Action plan
Deploy your skills

Learning is sustained post-workshop through continuous access to a range of practical tools and learning resources.

**Job Aids:**
- Dealing with cultural conflict
- Value of differences in business activities
- Controlling your responses
- Strategies for managing potentially conflicting work styles in a cross-cultural group
- The 'platinum rule' for treating others the way they want to be treated
- The ADAPT cycle: deciding a way forward

**Video Gym:**
- Strategies for managing cultural differences
- Indirect communication
- Managing conflict across cultures
- Overcoming virtual unknowns
- Treating others the way they want to be treated

**Top Tips:**
- Understanding cultural differences
- Dealing with the cultural differences of colleagues and customers
- Using cultural intelligence to cooperate more effectively
- Adapting to accommodate cultural differences
- Communicating confidently and effectively across cultures
- Avoiding misunderstandings when working across cultures
- Understanding differences beyond culture
Faculty

With over **200 consultants**, TMA World offers global delivery capability blended with the flexibility and sensitivity to adapt training delivery to meet local needs and expectations.

Each year we deliver over **3,000 learning solutions** across **50 countries** in **14 languages**.
Learning Path
Delivery and Integration

Options:

- to your LMS via AICC
- from your LMS via single sign-on
- via our Continuous Learning Platform
TMA World

We help people work more effectively in today’s borderless workplace.

TMA World understands the challenges of managing change in a global and virtual world.

We know the skill sets your people need to make the most of the opportunities.

And we have the consultants, learning resources and the technology to develop your talent: across teams, across cultures, across the world.

Contact us!

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