

*Effective Communication in  
Multicultural Teams*

*(A 3-day Instructor led Program)*



# شركاء الحلول العالمية ش ش و GLOBAL SOLUTION PARTNERS

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## *Training Summary*

Global Solution Partners LLC is pleased to deliver a comprehensive 3-Day Program on “Effective Communication in Multicultural Environment” for your organization.

**This three-day (18-hour) in-person training** is designed for a mixed group of **8–10 participants** from varied domains and skillsets from your organization. The course combines **short lectures, case studies, interactive simulations, role-plays, gamified quizzes and group discussions** to build a customer-centric mindset. This intensive three-day, in-person program is designed for professionals at all levels (from entry-level to senior management) working in Oman and beyond. It provides a world-class, engaging learning experience focused on building the skills and awareness needed to communicate effectively and foster an inclusive team environment across diverse cultural backgrounds.

## *Learning Objectives*

By the end of the program participants will be able to:

- **Increase Cultural Awareness:** Understand how cultural values, norms, and assumptions influence communication and behavior in the workplace, and recognize differences in communication styles (e.g. direct vs. indirect, high-context vs. low-context)
- **Improve Cross-Cultural Communication Skills:** Adjust and tailor communication (verbal and non-verbal) to be clear and respectful across cultures – including active listening, empathy, and clarity in language – thereby reducing miscommunication.
- **Enhance Team Collaboration:** Apply strategies for giving feedback, resolving conflicts, and building trust in multicultural teams, handling disagreements or misunderstandings with respect for cultural nuances.
- **Foster an Inclusive Environment:** Demonstrate inclusive communication practices so that all team members (regardless of culture or language) feel comfortable contributing, leading to higher engagement and team cohesion
- **Develop Cultural Intelligence:** Build Cultural Intelligence (CQ) – the capability to relate and work effectively across cultures – including motivational, cognitive, and behavioral competencies to continually learn and adapt in cross-cultural situations.
- **Action Planning:** Identify concrete actions and skills to implement in the workplace to create a supportive, culturally inclusive team climate where everyone can perform at their best.

## Course Curriculum and Learning Outcomes

Day	Focus Area	Topics & Activities	Learning Outcomes
Day 1	Foundations of Intercultural Communication	<ul style="list-style-type: none"> <li>• Opening &amp; Icebreaker – “Cultural Snapshot” introductions and expectations.</li> <li>• Understanding Culture &amp; Communication – Hofstede’s dimensions, Hall’s high vs low context, cultural iceberg model</li> <li>• Communication Styles Across Cultures – direct vs indirect, formal vs informal, expressiveness, real-case dialogue analysis</li> <li>• Verbal &amp; Non-Verbal Communication Differences – gestures, tone, eye contact, silence, role-play and quiz</li> <li>• Reflection &amp; Debrief – identifying one key personal learning insight.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand how culture shapes communication behavior and expectations</li> <li>• Identify and describe key intercultural communication frameworks (Hofstede, Hall)</li> <li>• Recognize and adapt to different verbal and non-verbal styles</li> <li>• Develop awareness of one’s own cultural lens and communication patterns</li> <li>• Build foundational openness for inclusive cross-cultural dialogue.</li> </ul>

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<p><b>Day 2</b></p>	<p><b>Skill-Building for Cross-Cultural Communication</b></p>	<ul style="list-style-type: none"> <li>• Active Listening &amp; Empathy – listening triads, empathy mapping</li> <li>• Overcoming Language Barriers – plain language practice, idiom challenge, clear communication role-plays</li> <li>• Giving Feedback &amp; Resolving Conflict – direct vs indirect feedback styles, role-play and case study on conflict management</li> <li>• Building Trust &amp; Team Cohesion – task vs relationship-based trust, team values exercise, “Marshmallow Challenge.”</li> <li>• Reflection Circle – key skills applied and group insights.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate active listening and empathy across cultural contexts</li> <li>• Apply clear, inclusive communication strategies to overcome language barriers</li> <li>• Deliver feedback and resolve conflicts with cultural sensitivity</li> <li>• Build trust and inclusion in diverse teams through shared norms</li> <li>• Strengthen collaborative communication and emotional intelligence in multicultural settings.</li> </ul>
<p><b>Day 3</b></p>	<p><b>Applying Skills &amp; Creating an Inclusive Team Culture</b></p>	<ul style="list-style-type: none"> <li>• Cultural Intelligence (CQ) Development – framework (Drive, Knowledge, Strategy, Action), self-assessment, scenario planning</li> <li>• Communicating in Global &amp; Virtual Teams – managing tone, clarity, and participation across online channels</li> <li>• Cross-Cultural Team Simulation – full-group challenge applying all workshop skills</li> <li>• Personal Action Planning – identifying behaviors to implement at work</li> <li>• Workshop Conclusion &amp; Certificate Ceremony.</li> </ul>	<ul style="list-style-type: none"> <li>• Assess and enhance personal Cultural Intelligence (CQ) competencies</li> <li>• Apply intercultural communication principles to virtual and global team settings</li> <li>• Exhibit adaptability and inclusiveness in simulated real-world scenarios</li> <li>• Develop a personal roadmap for building inclusive communication habits</li> <li>• Commit to continuous learning and culturally intelligent leadership.</li> </ul>

## *Training Methodology and Format*

Our program maximizes engagement and retention by blending expert instruction with hands-on, interactive learning tailored to client's operations.

✓ **Experiential Learning Approach**

The program follows a hands-on, experience-driven model combining reflection, dialogue, and practice to ensure concepts are applied, not just understood.

✓ **Interactive Workshops & Simulations**

Each session integrates interactive activities such as cross-cultural simulations, role-plays, case analyses, and team challenges to reinforce learning outcomes.

✓ **Adult Learning Principles**

Based on the "learn by doing" philosophy, the sessions encourage self-discovery, peer exchange, and contextual application of communication theories.

✓ **Cultural Immersion Techniques**

Activities include storytelling, empathy mapping, and intercultural role exchanges designed to build awareness of cultural nuances in professional settings.

✓ **Collaborative Reflection & Feedback**

Daily debriefs and guided reflection circles allow participants to share insights, receive constructive feedback, and link lessons to workplace realities.

✓ **Multimedia & Visual Learning Tools**

Short videos, infographics, and live demonstrations are used to illustrate key frameworks like Hofstede's dimensions and Cultural Intelligence (CQ).

✓ **Facilitated Group Discussions**

Trainers act as facilitators rather than lecturers, fostering open dialogue that respects diverse viewpoints and encourages active participation from all cultures.

Format: **3 days, 6 hours/day (9:00 AM – 3:30 PM)**, with coffee/lunch breaks, delivered in English.

## *Deliverables*

- ✓ **Three Days of Expert Instruction:** On-site, 3-day training led by a certified instructor, fitting to client's schedule (about 7 hours/day, including breaks) for minimal operational impact.
- ✓ **Course Materials:** Comprehensive printed materials for each participant—presentation slides, module notes, reference standards (as allowed), worksheets, and case study handouts—all for future use.
- ✓ **Hands-On and Interactive Exercises:** In-class demonstrations with tools/props
- ✓ **Assessment Certificate:** Based on your participation and performance we shall present a certificate to all individuals
- ✓ **Post-Training Support:** 30 days of email/phone support for questions and clarifications, helping apply knowledge to real-world operations.