

# CULTURAL INTELLIGENCE

- enhance your ability to work across cultures



*A workshop on how to become interculturally competent and work successfully in today's global environment.*

## THE PURPOSE OF THE WORKSHOP:

In this workshop you will gain knowledge on what it takes to act culturally intelligent in an intercultural context, and what the underlying reasons are for how we act and behave. We dive into cultural intelligence (CQ), which is the only scientifically validated method of measuring one of the central competencies needed when interacting in today's global work environment.

Workshop participants will gain insights into Danish culture, which will be mapped to allow comparison with other cultures they work with. This will lead to a greater understanding on how cultural differences impact our daily work and on how to bridge cultural gaps.

The content of this practically oriented workshop will be tailored to the group according to the participants' feedback gathered through an online pre-survey in preparation to the workshop.

## CONTENT:

### Cultural Intelligence

- What is culture and why does culture matter in daily business; practical cases
- Introduction to the 4 components of Cultural Intelligence

### Danish Blind spots

- Introduction to the Danish blind spots

## Infobox

**Date:**  
TBD

**Language:**  
English or Danish

**Target group:**  
6 -16 professionals  
working cross-culturally

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- Participants will gain an understanding of the unconscious behaviour they carry with them when working internationally

### Working Internationally

- Short presentation of the cultural parameters relevant to the participant group e.g. hierarchy, trust, power distance, directness/indirectness, uncertainty avoidance etc.
- Typical clashes and discussions based on cases/hands-on experience
- Group exercises on the practical implications of diversity in the daily work

### CQ ASSESSMENT – MEASURING CULTURAL INTELLIGENCE:

When your team is cultural intelligent you see it on the bottom line. Cultural Intelligence can be assessed and aligned to your professional goals. To strengthen a group's productivity, efficiency and cultural sensitivity the workshop on Cultural Intelligence can be followed by individual assessments of participants' CQ and a series of individual counselling session in order to sharpen their abilities to work in a cross-cultural environment or a cross-cultural team.

The CQ assessment is a 360° observer feedback online test followed by a two-hour individual counselling session, and is an indispensable supplement to the personal profile assessment adopted by many companies working globally. This method is especially useful for the enhancement of the sales performance.

### METHOD:

Research based knowledge made practically applicable, conveyed with a high degree of participant involvement and in respect of the participants' different learning styles and preferences. The training is based on theory, presentations, practical exercises and teamwork.

Each participant is invited to fill in an online survey prior to the workshop. The gathered information enables LIVING INSTITUTE to tailor the workshop to the specific case and team's needs.

**“Research demonstrates that 92 percent of companies that used the cultural intelligence approach (through training, hiring, strategizing etc.) saw increased revenues within 18 months of implementation.”**

**David Livermore, Ph.D, writer and president at the Cultural Intelligence Center**

## ABOUT THE FACILITATOR

**Katinka Hyllested**, Chief Consultant, MA in Sociology and French from Université Paul Valéry, Montpellier, France and Copenhagen University. Katinka is a specialist in Cultural Intelligence and a certified trainer from Cultural Intelligence Center, Michigan, USA. She has been working with business development, communication and strategy throughout the last 17 years and employs methods and ways of thinking from social scientific practices, sustainable business practice and storytelling.

Katinka lived in France for 8 years and is fluent in French. She also lived, travelled and worked in Africa and Central America. She has been working with numerous international companies, amongst others MAN Diesel & Turbo, Novo Nordisk, L'Oréal, Mazars, Pandora, Chr. Hansen, Nordic Council of Ministers, UM, CBS, SDU as well as numerous municipalities.

**Throughout Katinka's work within communication and business counseling she has developed a high level of interpersonal skills, qualifying her to perform personal coaching sessions and design and facilitate workshops with large international teams.**

Katinka is also a certified LEGO SERIOUS PLAY Facilitator.



**Katinka Hyllested**  
Chief Consultant, Sociologist,  
Certified Cultural Intelligence Facilitator