

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Leading Cross-Cultural Teams

5 days | Classroom training | English

SMART HORIZON

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The Netherlands

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Course content

Why attend

International and diverse teams bring wider perspectives but also misunderstandings around communication, hierarchy, time and decision making. This course helps leaders understand cultural differences, adapt their leadership style, build trust across cultures, manage conflict and create inclusive practices that bring out the best in multicultural teams.

Cultural misunderstandings quietly reduce performance in many global teams. You will learn practical ways to turn diversity into a strength.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Cultural profile assessments, intercultural case studies, role plays and team practice design.

Course objectives

By the end of this course, participants will be able to:
• Understand key dimensions of cultural difference
• Assess your own cultural preferences
• Adapt communication and leadership styles
• Build trust across cultures
• Manage cross-cultural conflict
• Create inclusive team practices

Target audience

This course is suitable for:
• Managers of international or diverse teams
• Expatriate and global leaders
• Project managers in multinational projects
• HR and diversity professionals
• Customer-facing international staff



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Target competencies

Participants will develop competencies in:

- Cultural intelligence
- Adaptive communication
- Trust building
- Conflict resolution
- Inclusive leadership

Course outline

Day 1: Culture and Leadership

09:00–10:08	How culture shapes behaviour
10:08–11:00	Cultural dimensions frameworks
11:00–11:30	**Coffee break**
11:30–11:45	Cultural dimensions frameworks (continued)
11:45–12:53	Personal cultural profile
12:53–14:00	Exercise: culture map

Day 2: Communication Across Cultures

09:00–10:08	Direct and indirect communication
10:08–11:00	Feedback across cultures
11:00–11:30	**Coffee break**
11:30–11:45	Feedback across cultures (continued)
11:45–12:53	Virtual communication
12:53–14:00	Role play: misunderstanding

Day 3: Trust and Decision Making

09:00–10:08	Task-based and relationship-based trust
10:08–11:00	Hierarchy and consensus
11:00–11:30	**Coffee break**



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11:30–11:45	Hierarchy and consensus (continued)
11:45–12:53	Time and planning differences
12:53–14:00	Case study: global project

Day 4: Managing Conflict

09:00–10:08	Sources of intercultural conflict
10:08–11:00	Mediation approaches
11:00–11:30	**Coffee break**
11:30–11:45	Mediation approaches (continued)
11:45–12:53	Bridging differences
12:53–14:00	Simulation

Day 5: Inclusive Practices

09:00–10:08	Team norms
10:08–11:00	Inclusive meetings
11:00–11:30	**Coffee break**
11:30–11:45	Inclusive meetings (continued)
11:45–12:53	Leveraging diversity
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	23 Nov 2026	27 Nov 2026	**€3,150.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Rome Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,450.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Cape Town Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,890.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Dubai Confirmed dates	22 Feb 2027	26 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
London Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Rome Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,450.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,890.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	10 May 2027	14 May 2027	**€2,840.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	31 May 2027	4 Jun 2027	**€2,940.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.–**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,860.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.–**
Vienna Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,940.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
London Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,890.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**
Amsterdam Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,540.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,840.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Dubai Confirmed dates	13 Dec 2027	17 Dec 2027	**€3,150.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online