



The Culture  
Factor  
| GROUP

# INTERCULTURAL COMPETENCE

## PROGRAMME

Designed for global teams

### Summary

The Intercultural Competence Programme (ICP) is a tailored training designed for global teams to enhance collaboration, communication, and performance in culturally diverse environments. It includes practical sessions, analytical tools like the Culture Compass™, e-learning modules, workshops, and customised case studies based on organisational needs. Participants gain skills to build stronger relationships, improve problem-solving, and achieve a global advantage.



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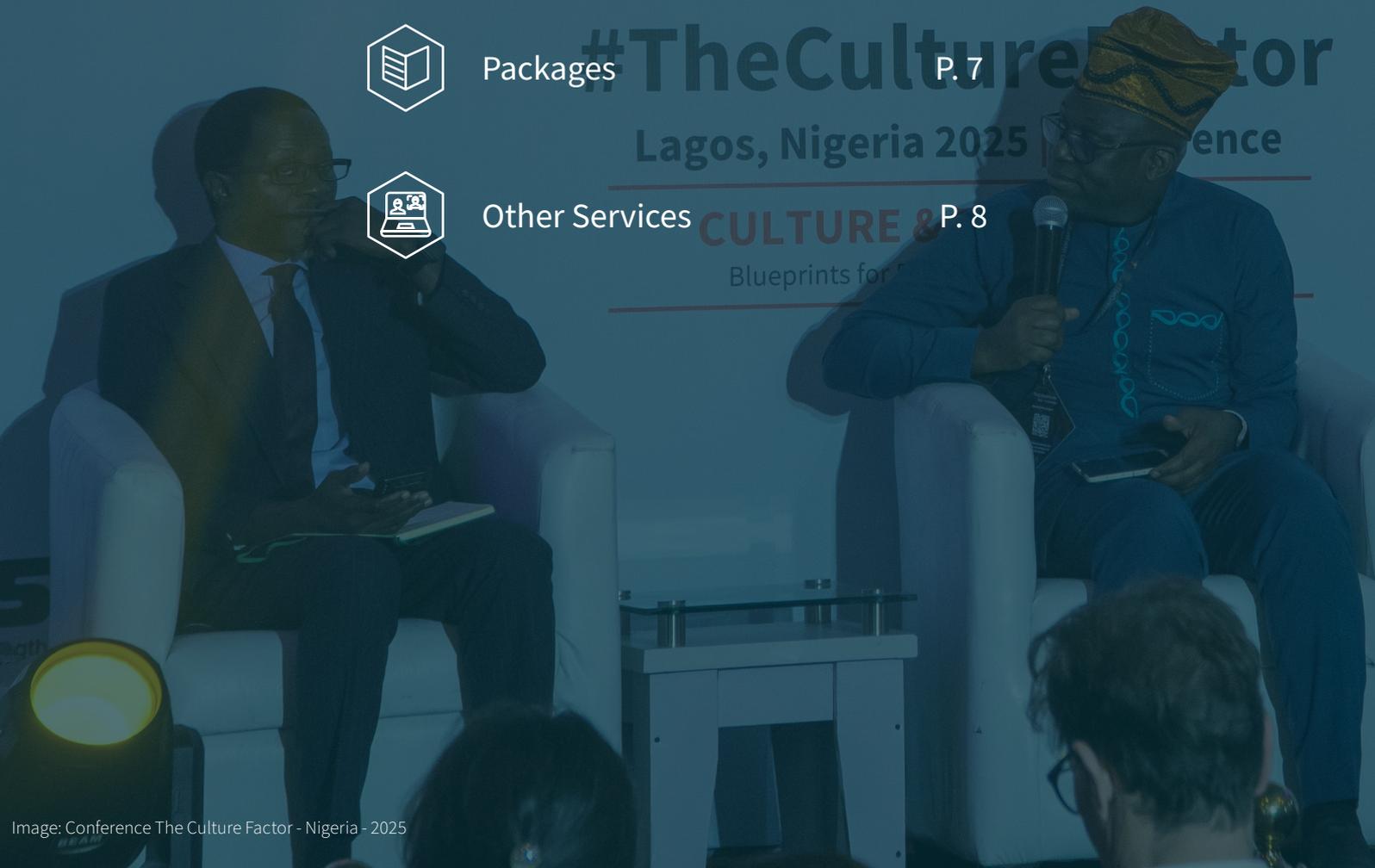
# The Culture Factor

ICGROUP

## #TheCultureFactor

Lagos, Nigeria 2025 Conference

CULTURE &  
Blueprints for



## INTERCULTURAL COMPETENCE PROGRAMME (ICP)

This tailored programme includes practical sessions and analytical tools designed for multinational teams or companies.

Practical skills and knowledge acquired in this programme will serve participants in any culturally diverse situation, improving their collaboration, team alignment and communication.

Each ICP programme starts with understanding the needs of the team or organisation and identifying the focus topics in discussion with stakeholders in your organisation.



### WHAT'S INCLUDED

- A training needs analysis
- Programme adaptation
- E-learning Master-Class
- Culture Compass™
- Interactive workshop(s)
- Evaluation and debrief with stakeholders

### OUTCOMES

- Reduce friction in global decision-making
- Improve team and individual performance
- A shared framework for managing cultural differences across markets
- Turn cultural differences into predictable management variables
- Increase organisational agility

### TESTIMONIAL

*"The programme had a very big impact on all participants. Although most of the participants stated beforehand that they were already familiar with the topic of intercultural competence, the content was eye-opening and enabled many new approaches in the daily work. For this reason, we have also decided to have all corporate and global heads participate in the programme.*

*Especially for global companies, it is of great importance that every manager and every employee is aware of the cultural challenges and opportunities."*

*- Eva Semmler, International HR Manager, Leschaco -*

*"The programme exceeded by far my expectations. It was very important to understand the role of culture in all we do and face working in a global company."*

*- Programme participant, 2025*



# PROGRAMME

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## FORMAT

Delivered as a full-day or a half-day workshop, in person or online.

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## STRUCTURE

First part: Introduction to national culture and cultural patterns, supported by a personalised Culture Compass™ report for each participant.

Second part: Practical application through cross-cultural communication scenarios, case studies, and hands-on exercises.

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## OVERVIEW OF A STANDARD WORKSHOP\*

Welcome

Icebreaker and debrief

What we mean by culture (key concepts)

Debrief of the Culture Compass™ report

The 6-D model of national culture, with practical exercises

Case study analysis and group debrief

Adaptive leadership in cross-cultural contexts (exercise)

Cross-cultural communication practices workshop

Practical cross-cultural management techniques

Key takeaways, lessons learned, and wrap-up

\*The agenda may be adapted based on the initial training needs analysis.

# TOOLS

## The Culture Compass™

The Culture Compass™ helps you understand the impact of your own cultural value preferences and behaviour while working with people from selected countries, and recognise how your own, personal background impacts the way you see and resolve problems in the workplace.

## E-Learning Master-Class

The e-learning Master-Class will help you explore the impact of culture on working effectively and confidently despite differences in culture and experience.

In addition, you will gain a better understanding of the 6-D model, a practical and validated model for intercultural management. It is the first step to understanding and managing individual and collective behaviours in an intercultural context.

## The Culture Portal Platform

The Culture Portal is your one-stop destination to access and manage a wide range of cultural tools, along with additional resources such as actionable insights to support international team management, hands-on data to inform hiring decisions, and content that goes beyond the Country Comparison Tool.

## WE TAILOR THE PROGRAMME TO YOUR NEEDS

Understanding your organisation's needs is our priority. Thanks to our pre-course survey, training needs analysis and discussions with you, we will be able to determine:

- Main topics of interest (e.g. management strategies, conflict management, virtual collaboration...)
- Selection of focus countries depending on participants' needs

### CASE STUDY

- **Standard case study** - based on your needs we will select one of our standard case studies taking the topics and countries of interest into consideration.
- **Customised case study** - based on several interviews conducted with selected employees of your company we develop a case study that is based on your industry, organisation, current issues - your needs. This case study remains a part of your account only and is not used with other clients.

## YOUR FACILITATORS

After the first assessment call, we will select a facilitator that fits your needs and profile. With certified consultants in 60 countries, our highly selective network of culture and management consultants possesses extensive professional experience and expertise in implementing culturally sensitive management practices, aligning working practices with strategic goals, and creating organisations with the best culture to perform. We will make sure to find the perfect fit for the needs of your team or organisation.

With proven cases from working with brands such as GE, Microsoft, Unilever, Nike, the UNDP and many more, The Culture Factor Group brings organisations from international presence to true global effectiveness.

## YOUR VIRTUAL BADGE



Share your achievements with your network.

After completing the programme, all participants will receive a virtual badge to share on their social media accounts.

## PACKAGES

### ESSENTIAL

for teams needing immediate alignment on cross-cultural collaboration

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- Intake calls
- Pre-course e-learning
- Culture Compass™
- Adaptation of content
- Face-to-face or online workshops
- Evaluation survey
- Debrief

### EXTENDED

for organisations integrating culture into leadership, strategy, or transformation

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Includes everything in the Essential package, plus:

- Team Culture Scan
- Extended adaptation of content
- Stakeholder interviews
- 1 customised case study

### ADDITIONAL ELEMENTS

Over 15 participants, Stakeholder interviews additional customised case studies, additional tooling, individual coaching.

## CONTACT US

For more information or to request a tailored quote, please contact us at [sales@theculturefactor.com](mailto:sales@theculturefactor.com).



WERE YOU SEARCHING FOR SOMETHING ELSE?

## BEYOND CULTURAL AWARENESS PROGRAMME

Join the Beyond Cultural Awareness virtual programme to redefine your understanding of cultural dynamics. Whether you're in a leadership role or aspiring to be, this programme provides the keys to leveraging culture for growth, innovation, and collaboration.

[More information on our website](#)

## INTERESTED IN A COACHING PROGRAMME FOR EXECUTIVES?

We also offer a fully tailored coaching programme designed for C-suite executives. This programme is available for individuals or executive teams.

After completing the CEO programme you will understand how culture influences management and leadership on and offline, you will discover how organisational culture influences your organisation, how your own behaviour impacts organisational culture and you will learn what you can do to make sure all of this supports your strategy.

Select one of the available paths that suits your needs best.

- Leadership and Trust
- Global Mobility
- Branding and Culture

[Visit our website for more information](#)

Any questions about our programmes and tools can be sent to [sales@theculturefactor.com](mailto:sales@theculturefactor.com)



## OUR EXPERTISE AT YOUR SERVICE

### **EFFECTIVE CULTURE SOLUTIONS**

We take the time to understand your unique challenges and needs. Rather than offering one-size-fits-all services, we believe in co-creation. You become more than just a client; you are a trusted partner. Together, we develop solutions that are tailor-made to resolve your specific cultural challenges.

### **UNIQUENESS**

By weaving National and Organisational Culture into our approach, we offer a holistic viewpoint that transcends standard cultural consultancy. Our bespoke solutions align your organisation's values and practices with the specific cultural environments in which you operate.

### **FLEXIBILITY**

In today's fast-paced world, adaptability is crucial. Our Culture Portal offers real-time access to a treasury of cultural knowledge and data, giving you the flexibility to make informed decisions on the fly.

### **RELIABILITY**

We are firmly grounded in a data-driven approach, transforming abstract cultural insights into tangible, actionable strategies. With us, you're making decisions based on rigorous data, not assumptions.

### **GLOBAL REACH**

With a vast network of consultants and specialists stationed on every continent, we deliver a world of perspectives straight to your doorstep. This extensive global footprint empowers us to offer solutions that are finely tuned to local nuances. At the core of The Culture Factor is an unwavering commitment to customer satisfaction, achieved through global excellence.



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Consulting | Coaching | Certification | Tooling

Learn more: [www.theculturefactor.com](http://www.theculturefactor.com)  
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