

Based in UK, Spain and Middle East, SCT unleashes your potential for smarter results. Biographies of all our trainers their experience, locations and languages and so much more can be found on the website: www.smartcoachingtraining.com.



KHDA/Actvet Certified

Working Remotely: Diversity, Intercultural Globality & Cultural Intelligence

Diversity, Intercultural Globality and Cultural Intelligence for Remote Global Teams using Profiling, Mindfulness and Etiquette

Smart Coaching & Training is offering this three day public course delivered by SCT's experienced trainers. Can be delivered in person or remotely.



Intercultural training for Forever in Dubai – by David Rigby

With tools such as Zoom you can attend virtual meetings in virtually any country and subsequently in another immediately after. And each meeting can have attendees from multiple countries. So, you have the opportunity to really get it wrong several times a day. Do you know enough about the culture, the attitude to hierarchies, local education and class, how decisions are made, approaches to religion, LGBTQ+, women and ageism? Enough to turn to advantage?

Diversity and Inclusion covers the pitfalls and benefits of working with a team where the members are not exactly like you, whether local or global. Cultural intelligence is an outsider's seemingly natural ability to interpret someone's unfamiliar and ambiguous gestures the way that person's compatriots would. Intercultural Globality is about developing your sixth sense using Emotional Intelligence, NLP, sensitivity, mindfulness and awareness. Developing the confidence and knowing the etiquette to glide through the conflicting cultural messages using the general international British style.

Diversity can be based on various characteristics such as gender, age, nationality, religion/beliefs, politics, ethnic and/ or cultural group, or on indicators of cognitive diversity such as international experience, education, industry and work experience that can all lead to different perspectives. Research shows that diversity results in better performance on complex decisions and problems, just the type of challenges that face global firms. Contracts are lost by failure to understand culture and inappropriate behaviour in other countries.

Rather than expecting everyone to be like you it is an opportunity to cash in on the differences if only you know how. In this course you will discover techniques to improve your awareness, improve communication and overcome challenges in dealing with other cultures and groups.

This course provides attendees with the understanding of the benefits, but also the challenges, of working in global and diverse teams and environments with the added complexity of remote virtual teams; it is essential learning for all. This course is aimed at people with previous experience.

What you will learn

- ✓ Connecting with individuals
- ✓ Connecting with groups
- ✓ Diversity and Inclusion
- ✓ Communicating
- ✓ National Characteristics vs International Organisations
- ✓ Cultural Intelligence
- ✓ Diverse communication skills



- ✓ Each delegate will receive report on Communication

Your Trainers



Peggy Li, is an accomplished and high achieving professional, with over two decades of success working at a senior level controlling operations and driving business performance, managing large-scale projects and developing brand. Hospitality Expert.

David Rigby has over 30 years' experience of management consulting, training and coaching. He is a founding director of Smart Coaching & Training. Experience in 20 countries including most Middle East and with PwC. Expert in Profiles & ICQGlobal

Peggy has a rare mix of fantastic technical competence in her job with a unique ability to implement what she commits to deliver. London

My compliments to the trainer's ability to deal with the challenges of a multi-cultural class. Ammroc Abu Dhabi

The trainer is a very effective educator, coach and speaker and presents in a way that everyone could understand. Abu Dhabi University

It's great to feel your energy and to know the myriad talents you use to develop people. Inspiring!! Coach Barcelona

You had the best delegate engagement of all the presenters. ADNOC Abu Dhabi at Kuwait Change Management Conference

You can learn from him just by listening to him speaking. Rolaco Jeddah KSA

Delivery was fantastic/ delivery was exceptional. Leoron Delegates Dubai

It was very enlightening to understand myself more as a professional and understand my team better to support and enhance their skills. Al Tayer Dubai

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