

# CQ Cultural Intelligence

Othella® are an international business training and development organisation

**A leading provider of “CQ” Cultural Intelligence**



# Othella®

A process you can trust...



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**UK Learning Provider No: 10039344**

**Institute of Leadership and Management Registered Provider No: 004585**

# Your CQ really does matter

**CQ is the capability to relate and work effectively across cultures. New and emerging markets are expanding and these new markets require organisations to build connectors and collaborators. Organisations that prize individuals that cross and connect cultures will thrive.**

## **Our models have a national bench mark**

We are a Registered UK Learning Provider and an ILM Endorsed Provider.

## **What we do**

### **It's About ROI Return on Investment**

We show you how to drive the culture change and thrive in your market.

Our product is dynamic and cost saving to your organisation it supports strategic consulting and business planning. We build connectors and collaborators within your organisation.

We will show you how to reduce your bottom line

- Increase Retention
- Increase Productivity
- Increase Sales

## **How do we do this?**

We use a model that has been recognised nationally for its impact and ROI **Return on Investment**.

Our talent pool are highly acclaimed in their own field of expertise and all are qualified tutors in adult education.

This Blended Approach to Your Learning Experience Incorporates;

- Academic Principles ILM Endorsed Programme "Language For Leadership"
- Linguistic Approach to Understanding Communication
- Behavioural Application
- Experiential Knowledge
- On Line Learning Tools

## High End ILM Endorsed Language for Leadership Programme



We can show you how to drive the culture change within your organisation and thrive in your market.

Othella<sup>®</sup> endorsed programmes have the bench mark for high quality bespoke leadership and management training. It shows the calibre of staff development within your organisation and completion of one of our programmes often marks the start of a formalised qualification for many of our participants.

With this unique approach to recognition The Institute of Leadership and Management monitor and endorse the overall quality of our programmes.

All participants on our endorsed programmes benefit from free support, information networking and advice with an ILM Studying membership for a minimum of six months.

This programmes is run over 2 days with a commitment of the participant to attend the two day workshop and complete approximately 2 hours reading and reflection alongside 5 hours self-directed study which includes a submission of a piece of work for assessment.

The total commitment on the part of the part of the participant is 22 hours.

The programme direct participants to Level 3 &4 Management and Leadership.

They can be incorporated into your portfolio of evidence to support further study.

Our programmes are delivered in open and closed seminars

- **Introduction to Inter – Cultural Communication Strategies**
- **Developing Inter Team Communication Strategies**
- **Managing with Awareness Developing Services that Promote Equality**
- **Building Tools to Improve Customer Services Within Global Markets**

## **Master classes “Cross Talk “**

We can show you how to drive the culture change within your organisation and thrive in your chosen market.

For those who do not wish to have a formalised learning experience we have designed a number of master classes that will suit your organisational needs. Individuals have the opportunity to blend the seminars to develop a bespoke portfolio of evidence for their own learning needs. Our blended approach to the learning experience is highly acclaimed. The programmes are run over one or two days, with a commitment of the participant to attend the one or two day workshop and complete approximately 2 hours reading and reflection. The total commitment on the part of the participant is between 8 – 16 hours depending on the programme. They can be run as an open or closed programme. The programmes are highly interactive and guide participants to identify key business builders to take back to their organisation.

### **Master Class Cross Talk™ One day seminars**

#### **Awareness Developing Tools**

- Introduction to Cultural Intelligence "CQ"
- An introduction to Understanding Cross Cultural Communication
- Developing Service Delivery Sensitive to Your Customer

#### **Skills Preparing Your Reach for Global markets**

- Operational Excellence; Exploring How Value Can Be Achieved Through Your Business
- Developing Impact Assessment into Frameworks
- Evaluation; A Key to Success
- How To Do Business With Poland (2 day seminar )
- Expanding Your Market Reach To China (2 day seminar)

#### **Knowledge Improving Your Knowledge Bank**

- Identifying The Impact of Cultural Difference
- Discovering The Impact of Our Listening Skills When Communicating
- Managing The Diverse Team
- Developing Crisis Management Frameworks For Diverse Teams
- Understanding Equality Duty