



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Managing and Leading in a Multicultural Workplace

3 day course

Classroom, online or in-house

Course overview

Teams drawn from several countries, languages and working traditions misunderstand each other in patterned, predictable ways, and the resulting friction is usually attributed to individuals rather than to the pattern. This course makes the patterns visible. Delegates work through the dimensions along which working cultures genuinely differ, including directness, hierarchy, time and the meaning of agreement, and the communication failures each produces. Practical material covers running meetings where some participants are working in a second language, giving feedback across a hierarchy gap, and building trust without assuming everybody builds it the same way. The course draws on the realities of pan African and expatriate teams.

What you will learn

- Identify the dimensions along which working cultures genuinely differ
- Recognise a cultural pattern rather than blaming an individual
- Run meetings where participants are working in a second language
- Give feedback across a hierarchy gap without losing the message
- Interpret agreement, silence and deadlines accurately across cultures
- Build trust without assuming a single route to it
- Adapt your own style without losing authenticity

Who should attend

- Managers leading teams drawn from several countries
- Project managers on multinational projects
- Expatriate managers and those working with them
- Human resources professionals supporting diverse teams
- Executives operating across African markets

Course outline

- 01 Why the same behaviour reads differently across cultures
- 02 Directness, hierarchy, time and the meaning of agreement
- 03 Communication failures and their patterns
- 04 Meetings in a second language
- 05 Feedback across a hierarchy gap
- 06 Trust and how differently it is built
- 07 Conflict and its cultural expression
- 08 Adapting style without losing authenticity

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 September 2026	Lagos, Nigeria	Classroom	USD 995
7 to 9 October 2026	Dar es Salaam, Tanzania	Classroom	USD 995
4 to 6 November 2026	Addis Ababa, Ethiopia	Classroom	USD 995
9 to 11 November 2026	Online	Online	R6,500



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriscience.co.za | Pretoria, Gauteng, South Africa