

Cultural Intelligence At Work

Course Outline

- What is culture? (2 hours)
- Deep and surface culture (1 hour)
- Dimensions of culture (4 hours)
- Organizational culture (2 hours)
- Stages of intercultural sensitivity (2 hours)
- Uncovering underlying assumptions (2 hours)
- Strategies for bridging cultural gaps (3 hours)

Trainer's Profile

Ms Esther Goh, School of Interdisciplinary Studies

Esther Goh is a senior lecturer at Ngee Ann Polytechnic where she has taught for 30 years, firstly in Business Studies and, for the last 12 years, in Interdisciplinary Studies.

She holds a Bachelor in Business Administration and Master of Science (Training and Development). She has proven competencies in leadership, content development and teaching of intercultural communication. Her involvement in Human Resources, interest in human interactions, variety of foreign experiences, extensive teaching and academic leadership provide a rich storehouse for participants to draw from.