



# Cultural Intelligence (CQ) and Emotional Intelligence (EQ) for Real Estate

Duration: 4 hours



Earn 4 Compulsory Professional Development Points (CPD) in this fun, elective unit.



Research demonstrates several consistent results for individuals and organisations that improve CQ, including:

-  More effective Cross-Cultural Adaptability and Decision Making
-  Enhanced Job Performance
-  Improved Creativity and Innovation
-  Increased Profitability and Cost Savings
-  Enriched Situational Awareness



Confusion about what is culturally appropriate can lead to awkward, embarrassing or even career damaging moments. This workshop focuses on behaviour and actions in a diverse cultural environment. It looks at how to manage and negotiate with people of diverse age, belief systems, working styles, gender, interests, learning styles and different cultural backgrounds.

- **Learn how different cultures makes decisions and the social values you need to understand to build stronger client relations.**
- **Drive better sales through stronger negotiation skills.**

Be seen as a leader in the industry with enhanced EQ and heightened cultural awareness.



This course is suitable to any licensed agents, sales representatives or property managers.

## OUTCOMES

- Develop a 'global' mindset and become culturally savvy.
- Increased understanding of EQ and CQ.
- Understand how cultural values impact one's behaviour.
- Improved understanding of diversity in the workplace and of the market.
- Get equipped with tools to break down cultural barriers.
- Develop strategies for dealing with cultural challenges.
- Identify your own and other people's emotional triggers.
- Create strategies to improve your own EQ and read the EQ of others.
- Enhanced communication skills.