



CULTURAL INTELLIGENCE

Developing CQ capabilities

OBJECTIVES

- Define terminology
- Examine dimensions of cultural intelligence
- Explore ways to develop cultural intelligence



WHAT IS CQ?

- A person's capability to function effectively in a variety of cultural contexts, both internationally and domestically.



WHY CQ?

- Improving effectiveness in culturally different situations
- Personal adjustment and adaptability
- Negotiation effectiveness
- Trust, idea sharing, and innovation





**BETTER
SOLUTIONS**

SHARE WITH YOUR COLLEAGUES

Describe a situation where you needed to be involved in a multicultural interaction.

Was it Challenging? How?

CQ CAPABILITIES



CQ DRIVE



Your level of interest, persistence, and confidence during multicultural interactions.

CQ KNOWLEDGE



Your understanding about how cultures are similar and different.

CQ ACTION



Your ability to adapt when relating and working in multicultural contexts.

CQ STRATEGY



Your awareness and ability to plan for multicultural interactions.

CQ DRIVE

- The extent to which an individual is energized in their approach to multicultural situations.
- **CQ Drive Subdimensions**
 - Intrinsic interest
 - Extrinsic interest
 - Self-efficacy



CQ KNOWLEDGE

- The degree to which an individual understands how culture influences how people think and behave.
- **CQ Knowledge Subdimensions**
 - Business
 - Values and beliefs
 - Socio-linguistic norms
 - Leadership



CQ STRATEGY

- The extent to which an individual is aware of what's going on in multicultural situations, and the extent to which they can check and plan accordingly.
- **CQ Strategy Subdimensions**
 - Planning
 - Awareness
 - Checking



CQ ACTION

- The extent to which an individual acts appropriately in multicultural situations.
- **CQ Action Subdimensions**
 - Speech acts
 - Verbal
 - Nonverbal



WAYS TO DEVELOP CQ

- Understand your own cultural background
- Try to become more aware of your own cultural assumptions
- Learn about other cultures
- Seek out opportunities to interact with people from other cultures
- Be open-minded
- Challenge stereotypes
- Understand global communication styles
(body language, eye contact, handshakes, gestures)
- Adopt global conversation skills



**What's your best
take-away from
today's session?**

How will you apply it?

TAKEAWAYS

TAKEAWAYS

QUESTIONS?

