

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.





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 CQ KNOWLEDGE CQ ACTION **CQ STRATEGY**

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



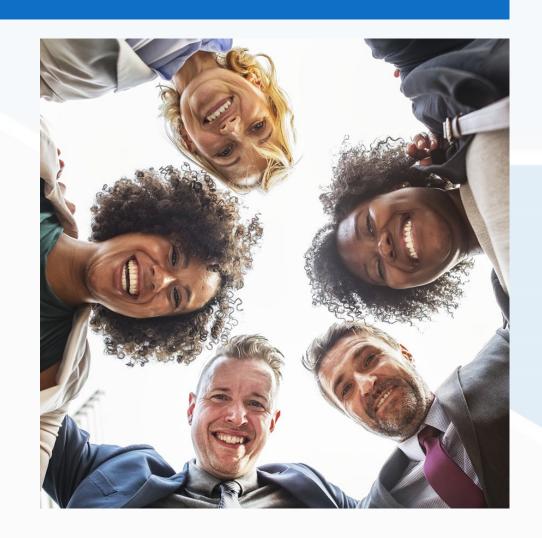
Your awareness and ability to plan for multicultural interactions.

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.

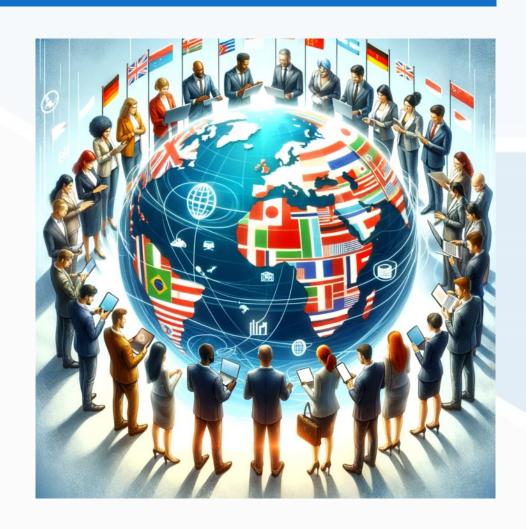
CQ Knowledge Subdimensions

- 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

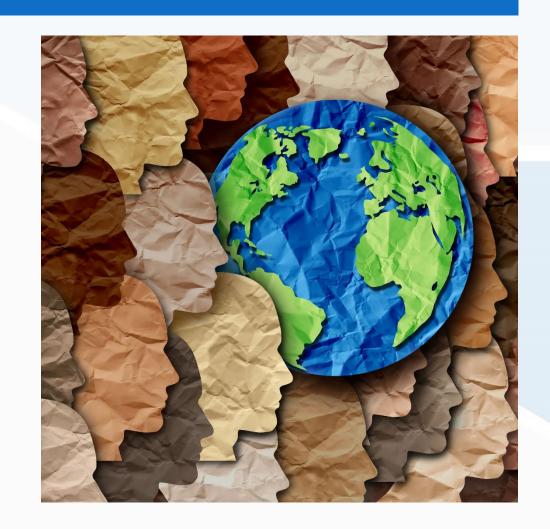


CQ ACTION

 The extent to which an individual acts appropriately in multicultural situations.

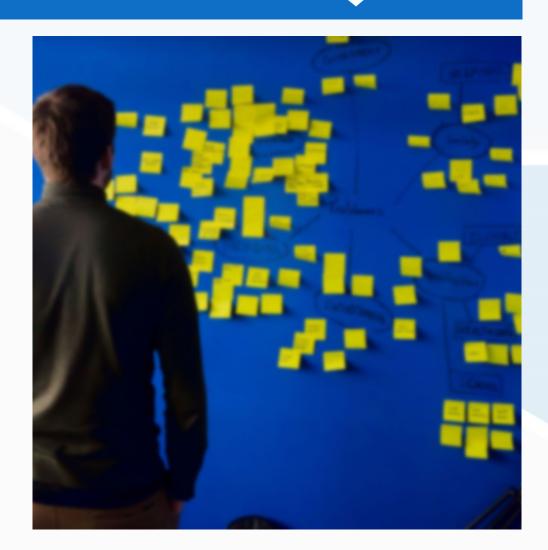
CQ Action Subdimensions

- 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?



QUESTIONS?