
Understanding and Cultivating Your Cultural Intelligence

Overview:

This session is delivered by Gwynn Cadwallader and Sarah Hanson and covers why cultural intelligence (CQ) is essential for success in today's increasingly culturally diverse world and how it is linked to a variety of desirable outcomes including better judgment, decision making, creative collaboration, and job performance. Participants reflect on aspects of their own culture, cultural identity, and cultural biases to better understand and interact with others. The instructors review the four CQ capabilities and provide participants with an opportunity to reflect on their own CQ and apply strategies for cultivating their CQ.

Discussion Questions:

1. What are a few aspects of your cultural identity that help create a sense of belonging for you?
2. How do you feel you communicate with other cultural groups?
3. How much do you know about other cultural groups?
4. Which of the CQ factors (drive, knowledge, strategy, or action) is a strength for you? Which of the CQ factors (drive, knowledge, strategy, or action) is an area that could use improvement?
5. What is one strategy for cultivating your cultural intelligence that you plan to implement?
6. Activity:
 - a. What are some cultures that you interact with regularly at work?
 - b. What are some challenges that you've experienced during these interactions?
 - c. How could you learn more about this culture to improve your work environment?

Facilitator Notes:

1. View the webinar or listen to the podcast.
2. Answer the discussion questions above as an individual or team.
3. Explore Additional Resources and discuss highlights or assign to team members to review.

Additional Resources:

Alexander, Valerie (2018). Predicting CQ Development in the Context of Experiential Cross-Cultural Training: The Role of Social Dominance Orientation and The Propensity to Change Stereotypes. *Academy of Management Learning Education* (17,1) 62-78. <https://journals.aom.org/doi/full/10.5465/amle.2015.0096>.

Ang, S. and Van Dyne, L (2008). "Conceptualization of Cultural Intelligence" in *Handbook of Cultural Intelligence: Theory, Measurement, and Applications* (Armonk, NY: M.E. Sharpe).

Livermore, David (2011). *The Cultural Intelligence Difference*. American Management Association.

Livermore, David, Van Dyne, Linn (2015). Cultural Intelligence: The Essential Intelligence for the 21st Century. SHRM Foundation's Effective Practice Guidelines Series, 1-44. <https://www.shrm.org/hr-today/trends-and-forecasting/special-reports-and-expert-views/Documents/Cultural-Intelligence.pdf>.

Wynne, Anja K. (2020, October 6). Culturally Intelligent HR Practices [PowerPoint slides]. <https://members.cupahr.org/annual2020/annual2020/sessions/details.aspx?ID=103835&SEQN=3796#vaff>.