



ED ENUF

THE DIVERSITY E-LEARNING PLATFORM

Cultural
Intelligence

ED ENUF

You will find these icons positioned throughout Ed Enuf's handouts to bring your attention to important points and help you sharpen your skills.

ACTION PLANNING

Unless applied to our day-to-day behavior, learning does not transfer into action. Here's a place to write down how you will apply what you learned.



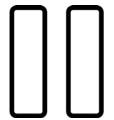
DATA POINT

Here's the data to back it up! You'll find a study, statistic, or scientific finding that supports the essential nature of the topic.



PAUSE FOR EFFECT

It's easy to read through an important point without synthesizing it. When you see this icon, reread the highlighted sentence, then take 60-seconds to ponder it.



PLAY VIDEO

Before continuing, log onto the Ed Enuf platform and watch the corresponding video lesson. We'll introduce the key concepts that will be discussed in the following topic.



SPARK THE CONVERSATION

Practice your critical thinking skills by answering these questions – either individually or as a group.

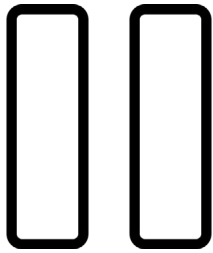


TIPS FOR SUCCESS

Here's an invitation to implement something new into your everyday life. Try applying it and see how it goes!





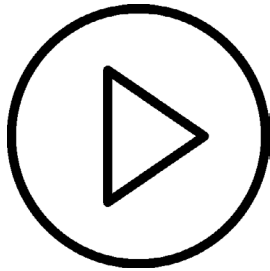


"WE HAVE THE ABILITY TO ACHIEVE, IF WE MASTER THE NECESSARY GOODWILL, A COMMON GLOBAL SOCIETY BLESSED WITH A SHARED CULTURE OF PEACE THAT IS NOURISHED BY THE ETHNIC, NATIONAL AND LOCAL DIVERSITIES THAT ENRICH OUR LIVES."

- MAHNAZ AFKHAMI

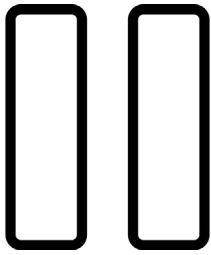
IRANIAN-AMERICAN HUMAN RIGHTS ACTIVIST



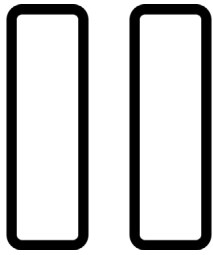


Log onto Ed Enuf and watch

WHAT IS CULTURAL INTELLIGENCE?



“CULTURE CAN BE DEFINED AS “DEEPLY ROOTED PATTERNS OF VALUES, CUSTOMS, ATTITUDES AND BELIEFS THAT DISTINGUISH ONE GROUP FROM ANOTHER.” CULTURE CONSCIOUSLY GUIDES OUR BEHAVIOR AND THOUGHTS. IT OFTEN INFLUENCES OUR SENSE OF BELONGING, MOTIVATION AND EFFECTIVENESS AT WORK. DEVELOPING AN UNDERSTANDING AND AWARENESS OF YOUR OWN CULTURE AND CULTURES DIFFERENT FROM YOUR OWN CAN HELP STAFF AND LEADERS FROM DIFFERENT BACKGROUNDS INTERACT MORE EFFECTIVELY.



Cultural intelligence (CQ) is having the knowledge, skills, abilities and personal characteristics of a leader that interacts successfully across cultural and ethnic groups.



- *Why are some individuals able to adeptly move in and out of cultures daily while others cannot?*

A woman with her hair in a bun, wearing a green shirt, is seated at a table, viewed from behind. In the background, a man in a light blue shirt is looking towards the camera. A coffee cup with a red straw is on the table to the right. The scene is set in a dimly lit room with large windows in the background.

"AWARENESS IS THE FIRST STEP, BUT IT IS NOT ENUF"



The four dimensions of *Cultural Intelligence*

I. Drive

The motivation for cultural intelligence. It measures the level of interest, work and energy needed to adapt in cross-cultural interactions. It is essential to engage and persevere through inter-cultural challenges.



- *What is the degree to which you enjoy interacting with different cultures and in different cultural situations?*
- *What are the tangible benefits you can gain from culturally diverse experiences?*
- *What level of confidence and effectiveness of communication do you have in inter-cultural encounters?*

2. Knowledge

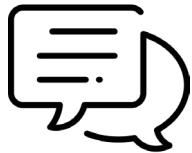
There are culture, or numerous cultures, in any given environment. Knowledge is built by learning the culture(s) of the spaces you occupy, understanding how they shape or influence interactions and behaviors, which includes the awareness of various communication styles, religious beliefs and expectations of roles.



- *Do you have a general understanding of how cultural systems, cultural norms and values are different in societies and environments?*
- *Do your staff and co-workers understand the way culture shapes how people think and behave?*
- *Do you have an overall understanding of how cultures vary? What about your staff and co-workers?*

3. Strategy

To build toward a healthier cross-cultural environment, staff need the space and tools to be able to disagree. Strategy requires plans before, during and after interactions. It is important to have a leadership model focused on taking time to carefully observe what is going on in your mind and in the mind of another.



- *Are you in tune with what is going on inside of you (mentally, emotionally, physically) and in the people around you?*
- *Are you taking time to prepare for a cross-cultural encounter?*
- *Are you anticipating how to approach a person that is different from you?*

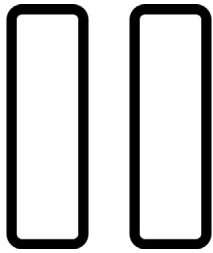
4. Action

An active drive, paired with knowledge and strategy, is revealed through one's ability to change verbal and nonverbal behaviors as necessary to a situation. This dimension is directly connected to learning how to engage in inter-cultural contexts and effectively accomplish diverse goals, which leads to an overall increase in cultural intelligence.

- **Speech:** Specific words and phrases used in a culture.
- **Verbal Behavior:** Volume, tone and pace of speech.
- **Nonverbal Behaviors:** Gestures, proximity and facial expressions.



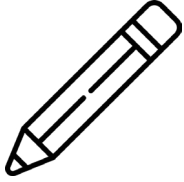
- *Have you ever been treated poorly, or differently, because of your beliefs/ethnicity/race, etc.? What are some of the ways you have been treated poorly or differently?*



“ORGANIZATIONS OFTEN APPOINT LEADERS FOR THEIR IQ. THEN, YEARS LATER, SACK THEM FOR THEIR LACK OF EQ (EMOTIONAL INTELLIGENCE). COMMON PURPOSE ARGUES THAT IN THE FUTURE THEY WILL PROMOTE FOR CQ (CULTURAL INTELLIGENCE).”

- JULIA MIDDLETON





MY ACTION PLAN FOR DEVELOPING CULTURAL INTELLIGENCE

Based on the self/group reflection done in this course, I plan to practice the following behaviors that will enhance my ability to embrace the diversity that has become a part of the 21st-century workplace:

1.

2.

3.