

cultural intelligence

Toolkit #2:

Personal CQ Application Activity



Identify how you have applied CQ to a current work challenge.

personal/team application

This activity can be done repeatedly and is exceptionally useful for helping people remember the four CQ capabilities and how they can be applied in multiple situations.

If you are a supervisor, consider having each of your team members complete this activity and discuss at a team meeting.

instructions

- STEP ONE:** Be sure to have completed the CQ training in Moodle prior to completing this activity.
- STEP TWO:** Think of a situation in the past few weeks where you did (or could have) used CQ to help the interaction go well.
- STEP THREE:** Using the chart and corresponding questions on page 4, walk yourself through the four CQ capabilities and how you did/could have used them to assist the situation.
- STEP FOUR:** Consider sharing your application story with another member of your team. Supervisors - consider taking your team members through this activity as part of a team meeting.

Making this exercise useful:


- The simple intentionality of coming back to what you have learned and overlaying it on a real life, real time situation is catalytic for growing in your cultural intelligence.
- Consider completing a chart like this every time you are about to go into a cross cultural or multicultural situation. Watch how you become more familiar with the information and more importantly, how the information becomes transformational for your interactions with others.







CQ Quickview

4 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 STRATEGY 
 Your awareness and ability to plan for multicultural interactions.

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

10 cultural values

(behavioral preferences)



CQ application

4

Describe the situation that you intentionally used cultural intelligence:

CQ DRIVE



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

1 How did your CQ Drive influence this situation?

CQ KNOWLEDGE



Your understanding about how cultures are similar and different.

2 Which of the Cultural Values seemed to be impacting this situation?

What additional knowledge about the 'other' person/group did you have or know you needed in order to better understand and address this situation?

CQ ACTION



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

4 What specific speech acts, verbal messaging, or non-verbals did you adapt in order for this situation to be more effective?

CQ STRATEGY



Your awareness and ability to plan for multicultural interactions.

3 How did you plan or prepare for this situation so that you could work or relate more effectively?