

# cultural **intelligence**

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## **Toolkit #6:**

## **Develop your CQ Action**



**Review the ideas strategies for developing your CQ Action & choose the best option for you.**

# options for developing CQ Action

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**OPTION  
ONE:**

**Assess your communication**

Write three different ways to tell a colleague that a deadline is firm. Your goal is to be clear while also adapting the words based on different cultural orientations (e.g. neutral vs. affective expressiveness, being vs. doing, direct vs. indirect). Share your ideas with a colleague and ask for feedback.

**OPTION  
TWO:**

**Discuss verbal behaviors with team**

At your next team meeting ask people to share examples of verbal behaviors that are challenging for them & why (e.g. speaking slowly, using utterances such as 'right?!'). Pay attention to why these verbal behaviors are challenging for others and considers ways you might adapt your verbal behavior.

**OPTION  
THREE:**

**FOR LEADERS**

**Video tape yourself leading a meeting**

Identify any verbal or non-verbal behaviors you do that might erode your credibility with certain cultural groups (e.g. pace, volume, long periods of silence, no eye contact, too much eye contact, etc.). Ask colleagues who are culturally different than you to provide you with feedback and alternative verbal/non-verbal behaviors.

**OPTION  
FOUR:**

**Assess how you give constructive feedback**

Write down how you would give feedback in a direct manner to a team member. Then, write down how you would give it in an indirect manner. Next, write down how you would provide feedback directly and indirectly to someone who is more senior.

