

CULTURAL INTELLIGENCE & INCLUSION

WORKSHOP

While there is increasing recognition of the business case for culturally inclusive work settings, there is a critical lack of understanding about how to achieve this.

Cultural inclusion requires a different set of competencies to the 'gender smarts' required for gender inclusion. A culturally inclusive work setting requires a culturally intelligent workforce and leadership.

Cultural intelligence (CQ)* is the collection of knowledge, skills and abilities that enable an individual to detect, assimilate, reason and act on cultural cues appropriately.

**CQ is a registered trademark of the Cultural Intelligence Centre, LLC.*

CULTURAL INTELLIGENCE COMPETENCIES

Individuals with high CQ display four main competencies:

1 CQ Drive

CQ drive is your willingness to work with diverse others. This involves your ability to overcome explicit or unconscious bias and your capacity to persist in challenging interactions – even when confused, frustrated or burnt out.

2 CQ Knowledge

CQ knowledge is your understanding of culture and cultural differences. This involves more than awareness of variations in language, customs and appearance. Core cultural differences like values, assumptions and beliefs are often invisible but cause the most problems—and are frequently overlooked.

3 CQ Strategy

CQ strategy is your ability to flex mentally. With high CQ Strategy, you are not confined to a single world view. You are open to new or integrative ideas.

4 CQ Action

CQ action is your ability to flex verbal and non-verbal behaviour. This decreases the risk of miscommunication and helps you to respond to diverse others in a manner that conveys respect and builds trust and rapport.

CULTURAL INTELLIGENCE AND INCLUSION

Cultural intelligence is positively associated with work group cohesion, integration, trust and performance in diverse cultural settings. It predicts the formation of diverse networks and the sharing and integration of information and ideas.

Cultural intelligence dismantles ‘us vs. them’ social categorisations and negative stereotypes and enhances intercultural understanding and respect – workplace incivility, harassment and discrimination are lower. Workers with cultural intelligence experience higher levels of sociocultural adjustment and psychological well-being and lower levels of stress.

Workshop participants leave with a personalised development plan for practicing and developing cultural intelligence, including an assessment of their current strengths, areas of improvement and potential barriers to success.

CULTURAL VALUES QUESTIONNAIRE

Cultural inclusion requires awareness of one’s own and others’ cultural orientation. The Cultural Values Questionnaire is an online questionnaire administered by consultants and trainers accredited by the Cultural Intelligence Centre, led by Dr. David Livermore and Dr. Linn Van Dyne. The Cultural Values Questionnaire provides details of an individual’s orientation in ten cultural value dimensions: Individualism vs. collectivism, power distance, uncertainty avoidance, indirect vs. direct communication, competitive vs. cooperative, being vs. doing, neutral vs. affective, monochronic vs. polychronic, universalism vs. particularism, and short-term vs. long-term.

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