

From: Shane @ Signi@ [REDACTED]
Subject: New Response Notification
Date: May 26, 2021 at 6:24 PM
To: [REDACTED]

SS

Good job, Jill!

We look forward to walking with you along the rich and fascinating road of cultural intelligence. Always feel free to reach out to us with any thoughts or questions along the way.

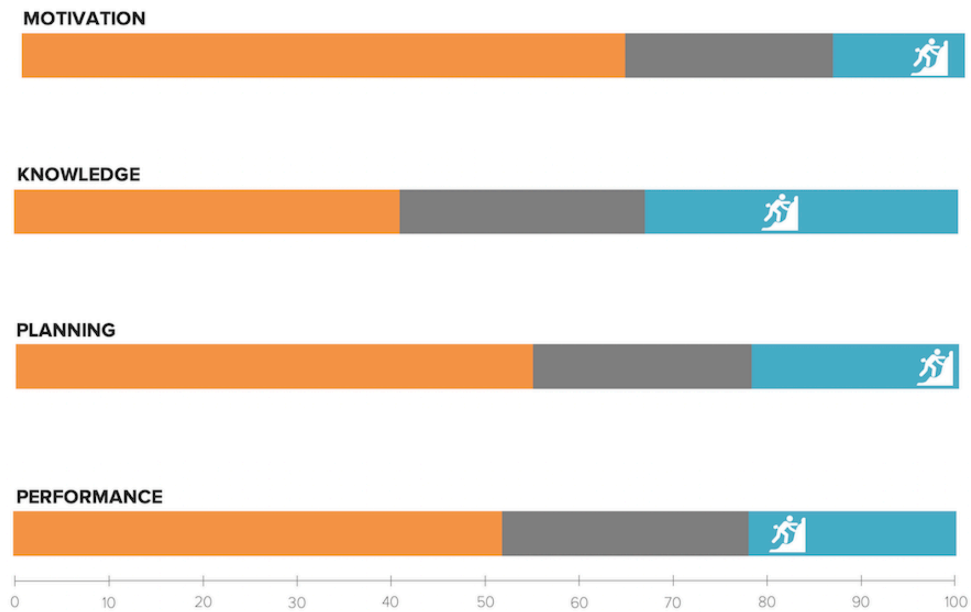
UNDERSTANDING YOUR CQ

Cultural intelligence (CQ) addresses how people adapt and thrive in environments other than the one in which they were socialized.

Cultural differences exist on both national and international levels. Cultural formation also factors into gender, political and religious/ideological social domains. This is why all people need some level of cultural intelligence to understand and interact well with other people. The greater the cultural gap in your business or personal social interactions, the greater your need to have cultural intelligence to succeed.

THE FOUR CQ CAPABILITIES





CQ MOTIVATION

You scored **above the average** in the CQ capability of **Motivation**.

As seen in the above graph, CQ Motivation is one’s interest, drive and confidence in engaging cross-cultural situations.

One implication of this score could be that you live or work in an environment with people from various backgrounds. You find high value in learning to understand other people’s cultural experiences and perspectives. When it comes to making diverse friends, you have a sense of confidence in stepping out of your comfort zone. Positive intercultural experiences may have helped reduce common fears of “others” who do not live by your socialized norms. We’ll learn more practical ways to increase CQ Motivation at the **Culture Lab™** workshop.

Questions to ask yourself

- What life experiences contributed to my high CQ Motivation?
- Are there any cross-cultural spaces that I still fear? What are the

sources of those tears? What helps diminish my tears?

- How could I inspire others to grow their CQ Motivation?

CQ KNOWLEDGE

You scored **above the average** in the CQ capability of **KNOWLEDGE**.

As seen in the above graph, CQ Knowledge is one's understanding of cultural similarities and differences.

Your score reveals that you have significant familiarity with the economic, legal, and social systems of different cultures, as well as the value systems of these cultures. Cultural knowledge comes from and is developed through both personal and educational experiences. Cross-cultural training and experiential learning can further stimulate your cultural intelligence. Our **Culture Lab™** will be a valuable step in taking your CQ Knowledge to an even higher level.

Questions to ask yourself

- How can I engage in more cross-cultural interaction in my community?
- How could developing a second or third language build into my personal or career goals?
- How might I apply my cross-cultural knowledge to help strengthen my organization and community?

CQ PLANNING

You scored **above the average** in the CQ capability of **PLANNING**.

As seen in the above graph, CQ planning is your awareness and adaptability when planning for multi-cultural interactions.

Your score reveals that you are aware of how strongly cultural differences affect social interactions. You understand that communication skills vary widely across cultures, and that what worked well in one social situation may not work in the next. This is good, because cross-cultural research reveals that people from different backgrounds apply and interpret communication styles quite differently. It takes time and good planning to fully understand and be fully understood across cultures. CQ Planning has to do with mindfulness. It is developing or adjusting your communicative strategy before, during and after a cross-cultural interaction.

Questions to ask yourself

- Which of my relational interactions could benefit from planning ahead (don't forget to consider gender, political, generational and religious/ideological differences as cultural)?
- What cross-cultural interaction went badly for me? What did I learn after reflecting on it?

CQ PERFORMANCE

You scored **above the average** in the CQ capability of **PERFORMANCE**.

As seen in the above graph, CQ performance is a person's ability to act appropriately in a range of cross-cultural situations.

Your score shows that you regularly adjust behavior to accommodate different cultural situations. This may reveal that you are familiar with appropriate actions outside of your social comfort zone. It also shows that you are aware of the need to adapt to different cultural settings.

This is smart, because our default behavior may not express what we intend it to express in cross-cultural situations. Values and character qualities have culturally determined expressions. So, a behavior that would exhibit confidence in one culture may express arrogance and disrespect in another. The culturally intelligent person avoids misinterpretations by adapting behaviors to achieve desired outcomes. The best adaptation happens when you learn the behaviors of a new culture without losing the valuable aspects of your cultural roots.

Questions to ask yourself

- Think of a situation within your familiar social world where you adjust your behavior to accommodate the setting:
- How did you learn the appropriate behavior expectations for different social situations in your own culture?
- How might you apply that same learning process to your behaviors in new cross-cultural situations?