Cultural Intelligence: Ability to Adapt to New Cultural Settings

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Agenda

• Culture Matters
• Mapping Cultural Differences
  • Cultural value orientations
• What is Cultural Intelligence (CQ)?
  • Four capabilities
• Applying and Improving CQ
• Now what?
Cultural Intelligence

The capability to function effectively across various cultural contexts (national, ethnic, organizational, generational, etc.)

Cultural Values

• Individualism-Collectivism
• Power Distance
• Uncertainty Avoidance
• Cooperative-Competitive
• Short-Term versus Long-Term Orientation
• Context
• Being-Doing
Challenge

Take a moment and think of one cultural challenge in your institution or workplace.

Keep this challenge in mind as we explore CQ
CQ Drive: 3 Sub-Dimensions

- Intrinsic Interest
- Extrinsic Interest
- Self-Efficacy
CQ Knowledge: 4 Sub-Dimensions

- Business/Cultural Systems
- Interpersonal: Cultural Values
- Socio-Linguistics
- Leadership
CQ Strategy: 3 Sub-Dimensions

- Planning
- Awareness
- Checking
CQ Action: 3 Sub-Dimensions

- Speech Acts
- Verbal Communication
- Non-Verbal Communication
Next Steps

• Needs assessment
• Cultural Values Profile
• Cultural Intelligence Assessment
• Assess and develop CQ in your team
• Make CQ a priority for everyone
Closing Comments

• Construct of CQ is important to understand and incorporate as industry and information profession changes
• Globalization is impacting how we work
• Skills needed are shifting and librarians are in a unique position
• Going beyond awareness can help improve interactions with stakeholders – use CQ!
References


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• For additional research: https://culturalq.com/articles-books/
Thank You! Q/A

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