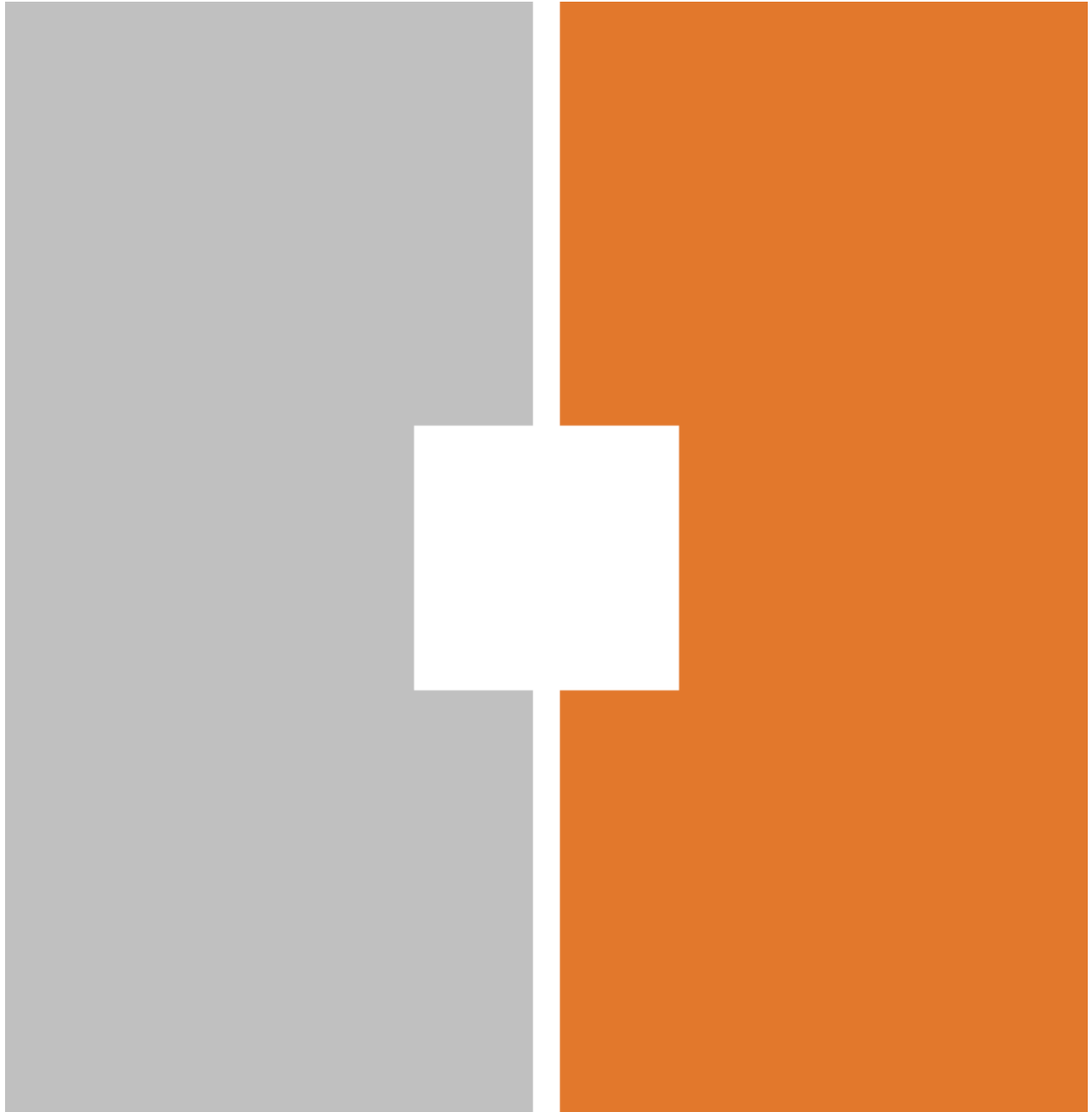


CQ Report

SELF-ASSESSMENT BASIC: T2

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Contents

This CQ Feedback Report identifies your strengths and developmental opportunities for functioning effectively in multicultural settings. Most people find it beneficial to read the feedback report now and then re-read it in a few days. This will allow you to think deeply about the feedback and how you can use this information.

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What is CQ?

Cultural Intelligence (CQ) is a person's capability to function effectively in a variety of cultural contexts - both internationally and domestically.

In our own cultures, we usually have an idea of what's going on around us because we have a wealth of information, most of which is subconscious, that helps us make sense of what we experience and observe. When we interact with individuals who have a different cultural background, the same cues may mean something entirely different.

CQ CAPABILITIES

There are four primary CQ capabilities.



CQ Profile

This page summarizes your T2 scores for the four primary capabilities. The graphs indicate the worldwide norms and show typical differences in the scores across the four capabilities.

LOW

Scores in this range are in the bottom 25% of worldwide norms.

MODERATE

Scores in this range are in the middle 50% of worldwide norms.

HIGH

Scores in this range are in the top 25% of worldwide norms.

☐ Self-Rating



CQ DRIVE



CQ KNOWLEDGE



CQ STRATEGY



CQ ACTION



CQ Drive

CQ Drive is the extent to which you are energized and persistent in your approach to multicultural situations. It includes your self-confidence in your abilities as well as your sense of the benefits you will gain from intercultural interactions.



☐ Self-Rating

CQ DRIVE SUB-DIMENSIONS

- **Intrinsic Interest:** Deriving enjoyment from culturally diverse experiences.
- **Extrinsic Interest:** Gaining benefits from culturally diverse experiences.
- **Self-Efficacy:** Having the confidence to be effective in culturally diverse situations.

WHAT DOES HIGH CQ DRIVE LOOK LIKE?

Individuals with high CQ Drive are motivated to learn and adapt to new and diverse cultural settings. Their confidence in their adaptive abilities influences the way they perform in multicultural situations.



OVERALL



INTRINSIC INTEREST



EXTRINSIC INTEREST



SELF-EFFICACY



CQ Knowledge

CQ Knowledge is the degree to which you understand how culture influences how people think and behave and your level of familiarity with how cultures are similar and different.



☐ Self-Rating

CQ KNOWLEDGE SUB-DIMENSIONS

- **Business:** Knowledge about economic and legal systems.
- **Values & Norms:** Knowledge about values, social interaction norms and religious beliefs.
- **Socio-Linguistic:** Knowledge about language and communication norms.
- **Leadership:** Knowledge about managing people and relationships across cultures. (Context Specific)

WHAT DOES HIGH CQ KNOWLEDGE LOOK LIKE?

Individuals with high CQ Knowledge have a rich, well-organized understanding of culture and how it affects the way people think and behave. They possess a repertoire of knowledge of how cultures are similar and how they are different. They understand how culture shapes behavior.



OVERALL



BUSINESS



VALUES & NORMS



SOCIO-LINGUISTIC



LEADERSHIP



CQ Strategy

CQ Strategy is the extent to which you are aware of what's going on in a multicultural situation and are able to check and plan accordingly.



CQ STRATEGY SUB-DIMENSIONS

☐ Self-Rating

- **Planning:** Strategizing before a culturally diverse encounter.
- **Awareness:** Sensing the perspectives of self and others.
- **Checking:** Checking assumptions and adjusting mental maps when experiences differ from expectations.

WHAT DOES HIGH CQ STRATEGY LOOK LIKE?

Individuals with high CQ Strategy think about multicultural interactions before and after they occur. They plan ahead, check their assumptions and expectations during interactions, and reflect on experiences later. This refines their mental maps and enhances strategies for effective interactions.



OVERALL



PLANNING



AWARENESS



CHECKING



CQ Action

CQ Action is the extent to which you can act appropriately in multicultural situations. It includes your flexibility in verbal and non-verbal behaviors and your ability to adapt to different cultural norms.



☐ Self-Rating

CQ ACTION SUB-DIMENSIONS

- **Speech Acts:** Modifying the manner and content of communications (e.g., direct, indirect).
- **Verbal:** Modifying verbal behaviors (e.g., accent, tone).
- **Non-Verbal:** Modifying non-verbal behaviors (e.g., gestures, facial expressions).

WHAT DOES HIGH CQ ACTION LOOK LIKE?

Individuals with high CQ Action translate their CQ Drive, CQ Knowledge, and CQ Strategy capabilities into action. They possess a broad repertoire of verbal behaviors, nonverbal behaviors, and speech acts, which they can apply to fit a specific context. They know when to adapt and when not to adapt.



OVERALL



SPEECH ACTS



VERBAL



NONVERBAL



Development Plan

Your CQ is not fixed. You were given the chance to create an action plan after T1 to help you enhance your CQ. The next few pages give you a chance to reflect on your CQ feedback and compare your T1 and T2 scores. Then you will have a chance to develop an action plan to continue your improvement.

PRESENT CHALLENGES

Have your present challenges changed at all since T1? If so, what present challenges are you currently facing?

FUTURE OPPORTUNITIES

How can reflecting on your scores prepare you to pursue future opportunities?

YOUR CQ

Describe the change in your self-rated T1 and T2 scores in your own words.

YOUR STRONGEST CQ CAPABILITY

Your strongest CQ capability is based on your self scores in comparison to the worldwide median, not simply based on the highest numerical scores.

- Your strongest T2 self-rating in the four CQ capabilities is CQ Knowledge.

How does this compare with your strongest capability at T1? Are they the same, or different?

YOUR WEAKEST CQ CAPABILITY

Your weakest CQ capability is based on your self scores in comparison to the worldwide median, not simply based on the lowest numerical scores.

- Your weakest T2 self-rating in the 4 CQ Capabilities is CQ Drive.

How does this compare with your weakest capability at T1? Are they the same, or different?

ACTION PLAN

List one, specific multicultural skill you would like to improve over the next year. Consider the challenges and opportunities you described in your development plan. (Examples include leading a multicultural team, efficiently implementing global solutions, accurately analyzing risk and opportunity in culturally diverse segments, etc.)

T2 STRENGTH - CQ KNOWLEDGE

USING YOUR CQ Knowledge		
	Specific Action Steps	Target Date
	List specific, challenging action steps you can take to use your strongest self-rated CQ capability.	
Next 4 Weeks	1.	
	2.	
Next 8 Weeks	1.	
	2.	

T2 AREA FOR IMPROVEMENT - CQ DRIVE

IMPROVING YOUR CQ Drive		
	Specific Action Steps	Target Date
	List specific, challenging action steps you can take to enhance your lowest self-rated CQ capability so that it does not interfere with developing the intercultural skill you identified at the top of this page.	
Next 4 Weeks	1.	
	2.	
Next 8 Weeks	1.	
	2.	

REFLECT

Which of your self-rated capabilities changed most drastically from T1 to T2? Did your scores go up, or down?

How can you explain the reason for these changes?

Research Basis of CQ

THE RESEARCH BASIS FOR ASSESSING CULTURAL INTELLIGENCE

Cultural Intelligence is conceptualized as a multi-dimensional construct based on application of Robert Sternberg's integrative theoretical framework of different "loci" of intelligence. The dimensions of Cultural Intelligence represent qualitatively different aspects of the overall capability to function and manage effectively in culturally diverse settings.

CULTURAL INTELLIGENCE IS ...

Cultural Intelligence is a malleable capability that can be enhanced by multicultural experiences, training and self-awareness programs, travel and education.

Cultural Intelligence is distinct from stable individual differences such as personality, which describe what a person typically does across time and across situations.

Cultural Intelligence is also different from emotional intelligence because it focuses specifically on capabilities in multicultural contexts.

Cultural Intelligence has predictive validity over and above demographic characteristics, personality, general mental ability, emotional intelligence, cross-cultural adaptability inventory, rhetorical sensitivity, cross-cultural experience, and social desirability.

The Cultural Intelligence Scale has excellent psychometric properties.

Published scholarly research demonstrates the factor structure of the scale is stable across samples, across time, and across cultures.

In addition, self-rated scores are positively correlated with observer-rated scores, and multi-trait multi-method analysis supports the convergent and discriminant validity of the scale.

Reliabilities of the four factors and sub-dimensions exceed the standard cut-off of .70.

Most important, research demonstrates that cultural intelligence predicts adjustment, well-being, cultural judgment and decision making, and task performance in culturally diverse settings.

Visit culturalQ.com/research for more information.

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