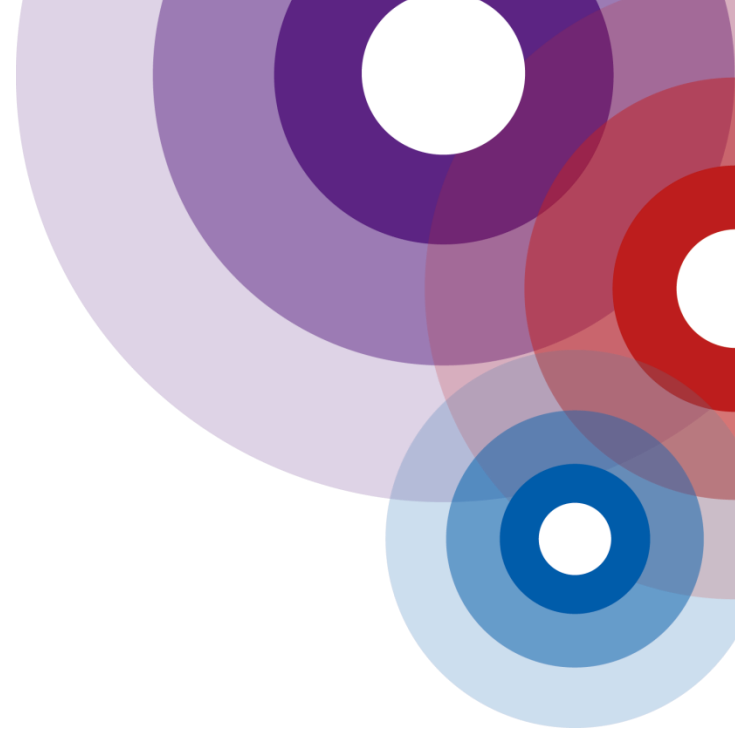


Developing Cultural Intelligence (CQ) in a Global Working Environment



Introduction

- Jo Lloyd
- Natalie Gardner
- Richard Tams

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#ITM2019



Understanding culture



Universal - Common to Mankind

Observable behaviour - Cultural

Attitudes

Behaviours – Clothing, gestures

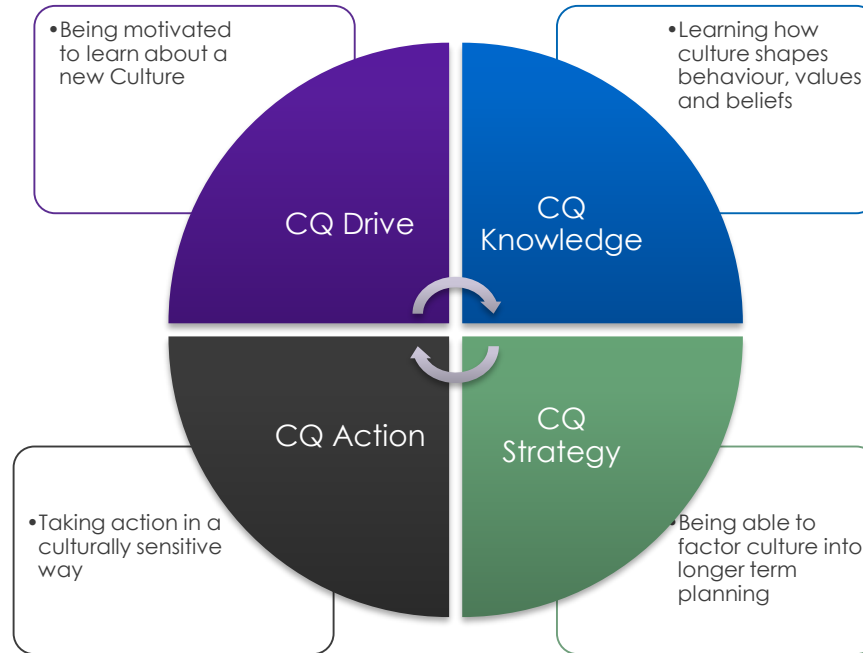
Customs – Food, money, Art

Collective programming - Cultural

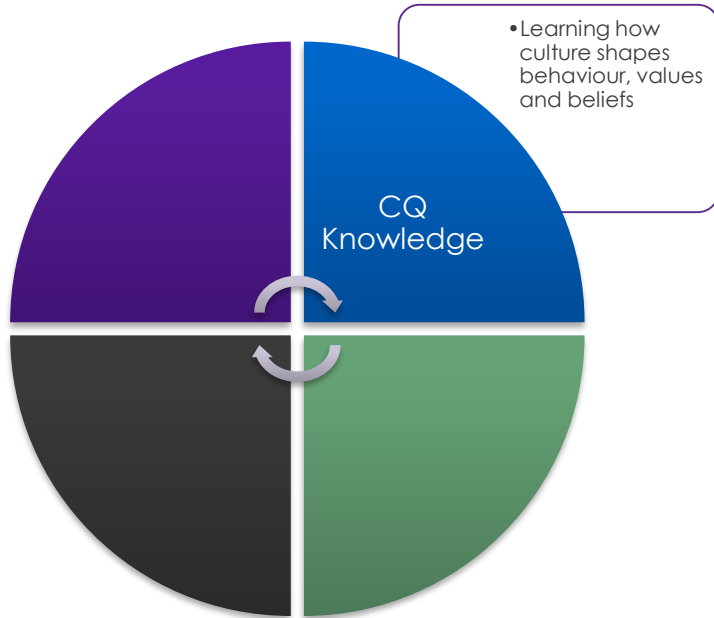
Core Values and beliefs – unconscious perceptions and feelings

Individual

What is cultural intelligence?

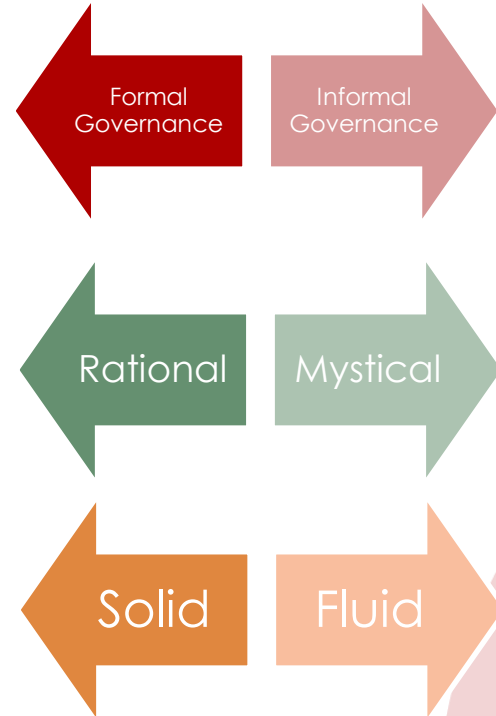
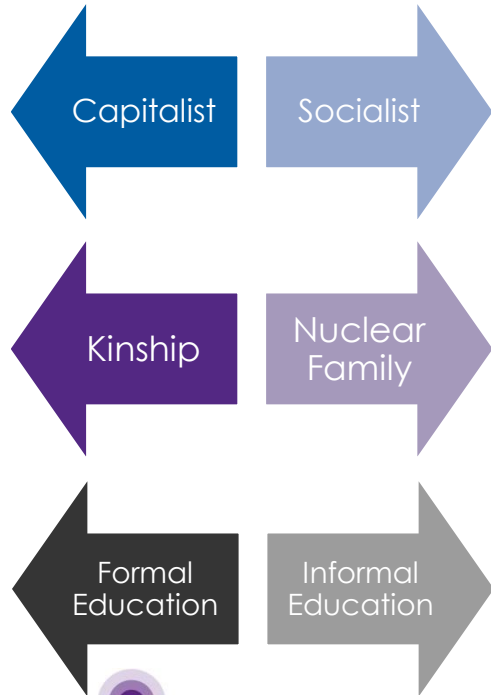


CQ knowledge

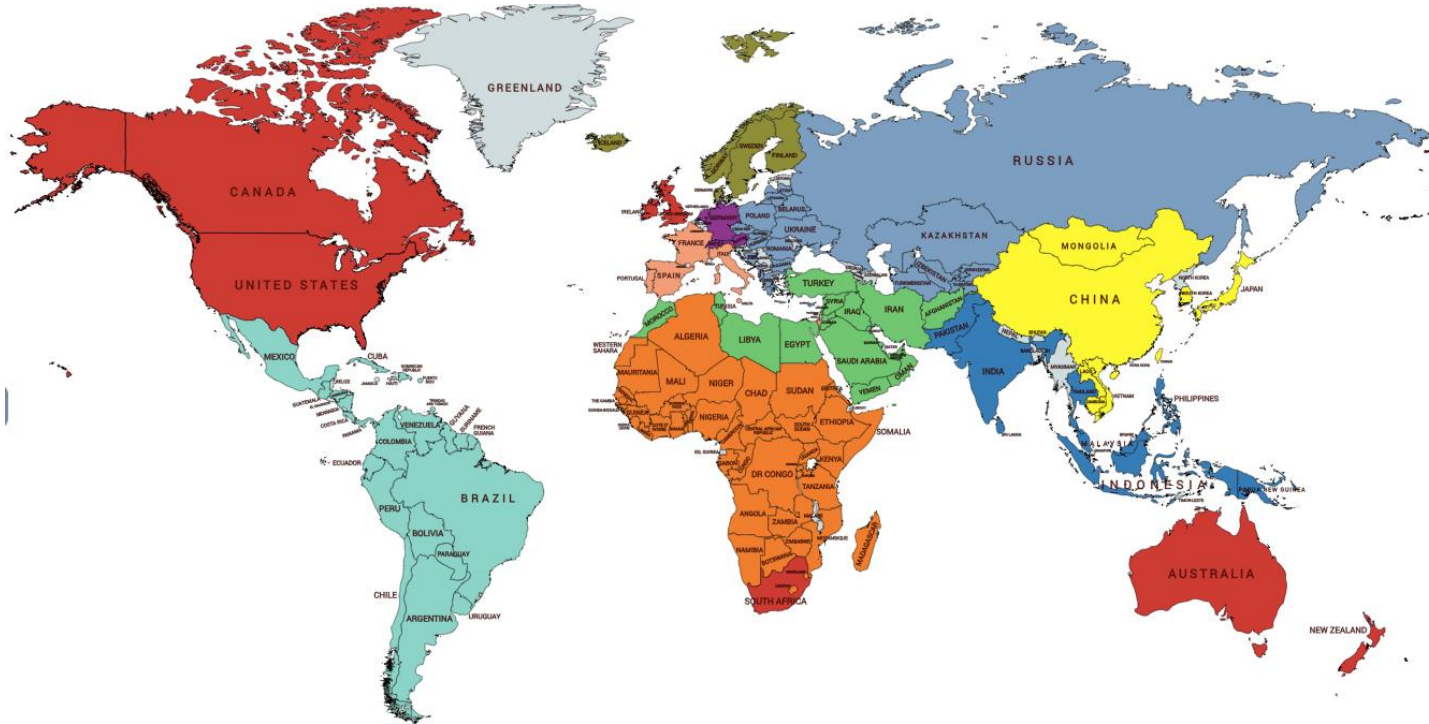


- Learn the cultural systems and dimensions
- Understand the impact these have as a baseline
- Allow for individualism

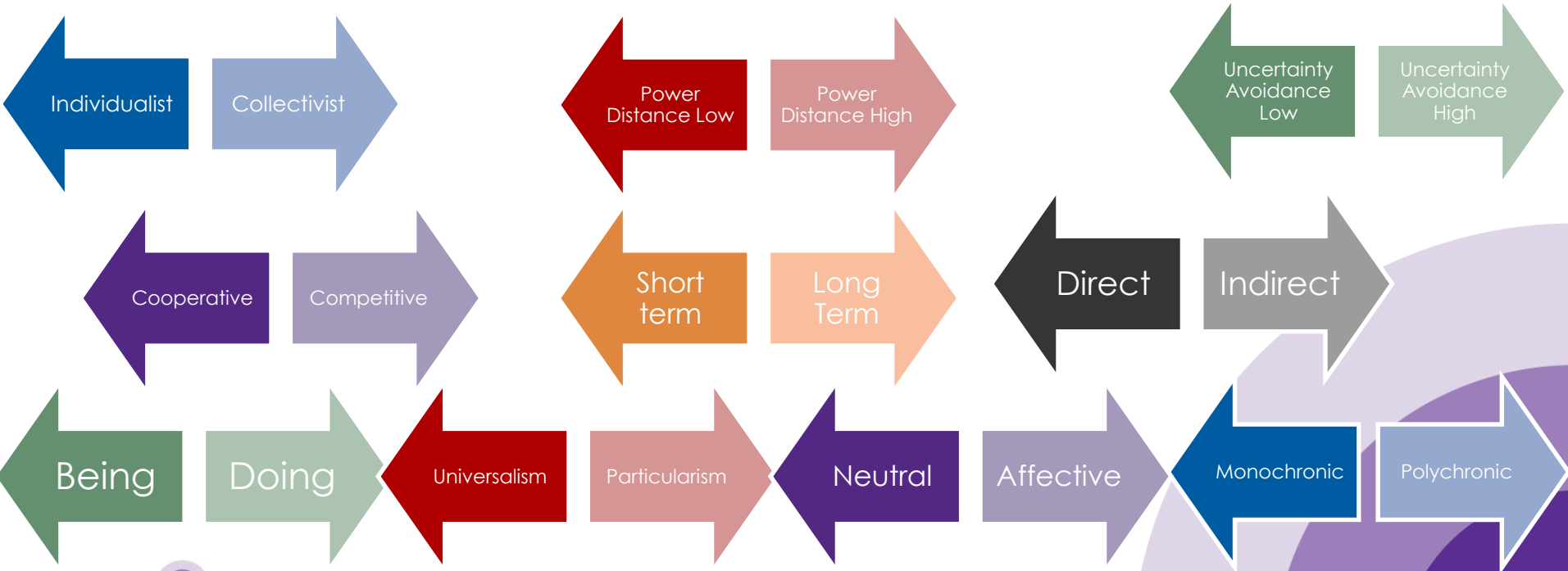
Cultural systems



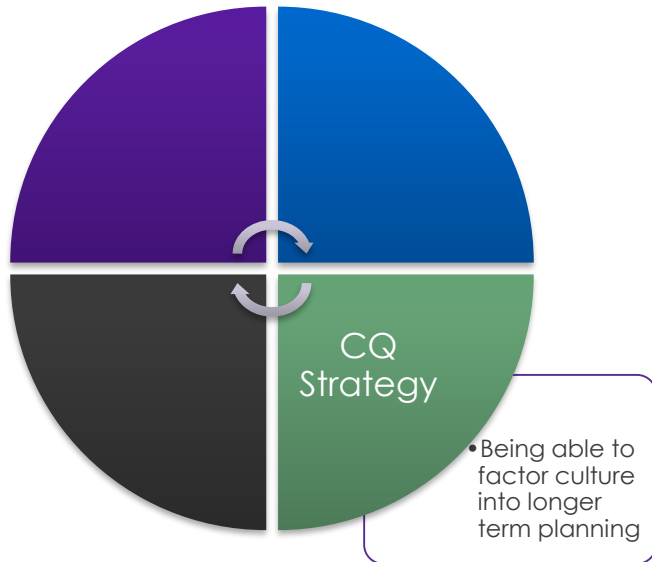
Culture Clusters



Cultural dimensions

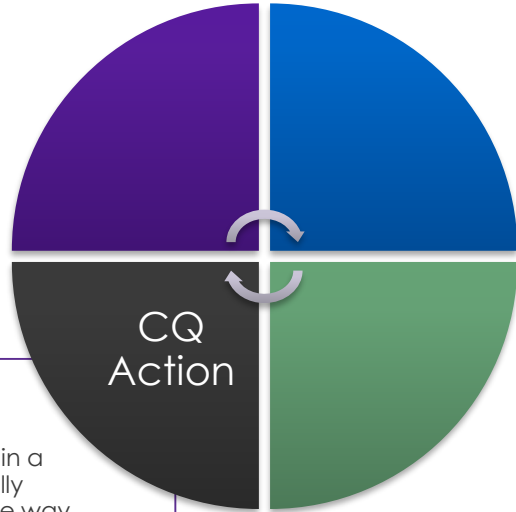


CQ strategy practices



- Practice the 5 whys
- Keep a journal of your intercultural reflections
- Examine cross cultural situations in what you see and read
- Engage in active planning
- Find a cultural guide!

CQ action



- Taking action in a culturally sensitive way

- Adapt your communication
- Know when to adapt and when not to
- Be yourself..... sort of



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Thank you

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