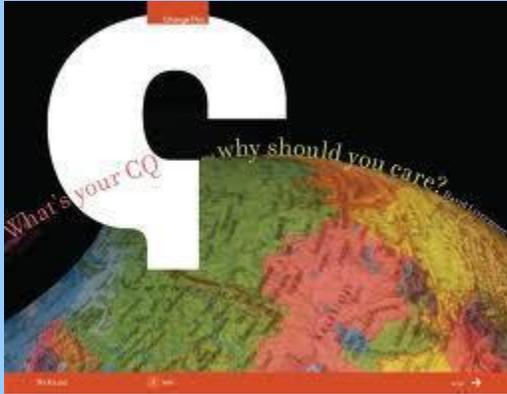


CULTURAL *Intelligence*®



Beyond Diversity: Building Bridges in Education the 21st Century

"The emphasis of CQ is on performance and outcomes: research demonstrates that cultural intelligence predicts adjustment, leadership, decision making, team effectiveness, and task performance in culturally diverse settings."



How is CQ different from cross-cultural competence?

It is essential to have some knowledge of the cultures with which we work and teach. This is only one piece of the puzzle. CQ reveals both that you don't have to be an expert on every culture you encounter to work effectively, and that in fact knowledge itself does not guarantee good behavior.

Research has shown that to be effective requires four capabilities: Drive, Knowledge, Strategy and Action, based on the four dimensions of intelligence.

- **Drive:** what motivates me about working with this culture and what is my confidence level?
- **Knowledge:** what ways are this culture's values, beliefs, and behaviors, similar and different from mine?
- **Strategy:** what is going on in this cross-cultural situation and how do I need to plan and adapt?
- **Action:** what verbal and non-verbal behavior is most appropriate?

Culture that works for you

ENGAGING WITH CULTURAL DIMENSIONS FOR EDUCATION SUCCESS

- Recognize educational issues that stem from cultural differences
- Identify culture-based education blocks
- Develop culturally informed education practices
- Advance culturally informed education strategies to promote success

What is Cultural Intelligence (CQ)?

First described in 2003, Cultural Intelligence explains how people can effectively engage others in culturally diverse situations. Cultural intelligence describes and measures motivation, cognitive, and behavioral capabilities necessary to perform effectively when interacting with culturally diverse groups. This includes educational, ethnic, national, generational, and organizational cultures.

Who Uses CQ?

- The CQ Model is used in education, Fortune 500 companies, government, and faith-based organizations.
- Schools such as Harvard, Columbia, and Michigan State offers courses in CQ.
- Universities are adapting CQ to measure student, program, and institutional outcomes.
- Businesses such as GOOGLE, IBM, and NISSAN have incorporated CQ for hiring, training, and development.

Why CQ for education?

- In order to prepare students for the globalized 21st Century, educators must have knowledge beyond their academic discipline.
- Schools, colleges, and universities are made up of a range cultures, including ethnic, gender, age, sexual orientation, and religion.
- Diversity and inclusion initiatives must be tied to strategic, measurable outcomes.
- Recruiting diverse students, faculty and staff is essential, but not enough. Efforts must be joined with a strategic plan that provides the campus community with the skills to engage effectively across cultural differences
- CQ provides an approach that is valuable to campus leadership, faculty, staff, and most importantly, students.
- CQ gives a model for approaching each culturally diverse situation and a model for measuring and increasing individual cultural intelligence.
- Using the CQ scale assessments allows for a tailored, personalized action plan with measureable results.

For more information, contact Dr. Angela Hoppe Nagao. She is a full-time community college faculty member with over 20 years community college experience. She is a Level 1 Certified Cultural Intelligence Trainer and a Certified Conflict Mediator.

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