

MASTERING CULTURAL INTELLIGENCE: CQ

Cultural Values and Cultural Intelligence Programme

Includes CQ Assessment and Optional CQ Playbook



- One day Masterclass integrated with completing pre detailed CQ individual report for each participant.
- Virtual or in Person Delivery
- Embracing inclusivity, driving diversity and reducing the unconscious bias through the CQ intelligence programme.
- In this masterclass participants will Live it, Do it and believe that everyone is equal.
- Participants will receive a practical toolkit which measures cultural value & looks at Drive, Knowledge, Strategy and Action. An implementation plan is given to each participant. The CQ test is retaken after the learning is Lived.
- Embracing Inclusivity Cultural Playbook is created for the organisation.

CULTURAL INTELLIGENCE DEVELOPMENT

We all know about IQ, how sharp our mind is, and we all know EQ, emotional intelligence, but this is CQ, cultural intelligence. In a globally diverse world, this is the new best thing. Cultural Intelligence, CQ®, is a globally recognised way of assessing and improving effectiveness in culturally diverse situations. It's rooted in rigorous, academic research conducted across more than 100 countries and it's being used by leading companies, universities, and governments around the world. Diversity and inclusion is imperative in your business. This cultural intelligence workshop is a cultural intervention around behavioural change. It is around being a truly diverse company. This workshop can shape and explore the world of work through an informed diversity and inclusion lens in their workplace and to understand that everyone is equal, having a better understanding of inclusion and creating a safe and equal workplace environment for all in your organisation. The CQ instrument measures one's progress and has the capability to function and relate effectively in culturally diverse situations.

"Dr. Upton and her colleagues at the Cultural Intelligence Center are by far the market leader in this work, and deserve such recognition given our experience at Harvard University."

Dr. Barbara Nobles-Crawford,
Executive Coach and
Sr. Organization Consultant,
Harvard University

IN CULTURALLY DIVERSE SITUATIONS, CQ ENHANCES:

1. Personal Adjustment and Adaptability
2. Judgment and Decision-Making
3. Negotiation Effectiveness
4. Trust, Idea-Sharing, and Innovation
5. Project Team Efficiency
6. Leadership Practice
7. Profitability and Cost-Savings

Homogeneous teams may outperform diverse teams when CQ is low. But when CQ is high, diverse teams outperform homogeneous teams. EQuita's action-learning approach creates individual and team knowledge and insight in a facts and data based workshop for assessing and improving intercultural effectiveness of your people and your organisation.

COURSE OBJECTIVES:

- Recognise the importance of diversity and inclusion and its contribution to successful performance.
- Analyse how an individual's identity influences their perceptions, views and values.
- Create attentiveness to the core concepts.
- Demonstrate how each individual can exclude unconscious bias from their decision-making process.
- Value other cultures and build robust relationship through cultural awareness.
- Build a lived business case for engagement and belonging in the future.
- Create an implementation plan on how to introduce Diversity into the workplace and into a workplace team environment.
- Practical toolkits are provided to help learners build and develop on embracing the learning outcomes.

EQuita is the only company in Ireland and Scotland certified to train in CQ – Cultural Intelligence from CCI



DEVELOPING CULTURAL INTELLIGENCE PROGRAMME

This highly interactive and action based development masterclass will:

- Introduce the participants or intact team to cultural intelligence (CQ)
- Assess and explore their current CQ
- Examine the differing cultural values and CQ of the participants
- Explore how this may be contributing to difficulties and offering opportunities
- Surface and reduce Unconscious Bias
- Investigate innovative approaches to working and relating across discovered differences
- Provide one-on-one coaching for enhancing CQ for each participant

Rooted in scholarly research and used by organisations like Harvard, Goldman Sachs, BMW, and Google, this engaging, practical day will give the project team a chance to review their CQ Assessment results, discuss some of the intercultural challenges and opportunities they face, and create individual and team action plans for developing and applying their CQ on the project.

INDIVIDUAL AND GROUP CQ REPORT

In addition to the masterclass, participants will receive a report summarising the aggregate CQ Assessment results of the participants. While individual results are confidential, Group Reports include comparison of participant scores with the CQ worldwide norms, distribution of participants' scores (low-moderate-high), and interpretative observations and implications. In addition, the CQ Group Report also includes information on the distribution of individual cultural value orientations. There is a 10-person minimum to pull the report.

Additionally, an optional cultural values team report can be generated for selected individuals who are working together who may need a more in-depth understanding of the impact of their differences in a project environment.



ONE-ON-ONE DEBRIEF FOR PARTICIPANTS

These essential and confidential debrief sessions are designed to work through the CQ Pro Assessment report so that participants may leverage their CQ strengths, cultural values and help set personal goals to develop/accommodate any CQ limitations capabilities—with the overall objective of overcoming any difficulties and improving their intercultural effectiveness in a project environment with others.

Why should you attend the CQ Masterclass?

- CQ is the go to for evidenced based cultural intelligence for global companies
- Upskill Leaders and managers working with diverse/global clients
- Understand diversity and inclusion, unconscious bias, and culture
- Gain practical advice on creating a culture of diversity and inclusion
- Learn evidence-based facts on CQ
- Aligns your organisation's diversity and inclusion survey and strategy



OPTIONAL PLAYBOOK: The story of your journey to Inclusivity

- The Playbook is the narrative of your organisation’s EDI journey aligned with cultural intelligence and cultural values. EQuita can customise a playbook which will outline your organisation’s journey to being a truly diverse and inclusive company.
- The Playbook [to include the VALUE code] to be continually updated and republished electronically for all employees each quarter to ensure that the voice of the people is continually reflected.

CQ ASSESSMENT:

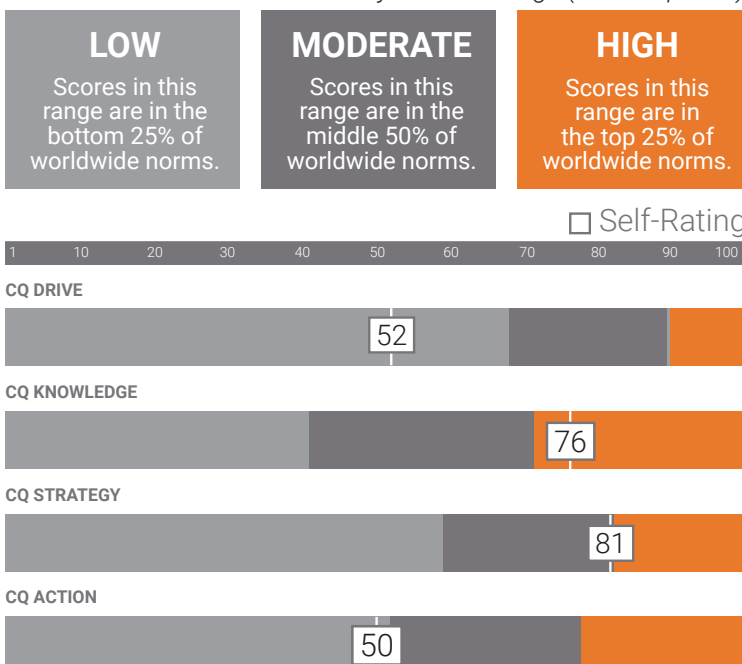
The Cultural Intelligence Assessment evaluates effectiveness in diverse situations by measuring capabilities in four distinct areas: **CQ Drive, CQ Knowledge, CQ Strategy,** and **CQ Action.** In other words, CQ Assessments measures one’s:

1. **Motivation** to interact with people who are different from them
2. **Knowledge** about similarities and differences across cultures
3. **Pathway** before an interaction with someone who is different from them
4. **Adapt and flex** when interactions don’t go according to plan

CQ PROFILE

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

Note your self ratings (in the squares).



CQ PROGRAMME: Breakdown

1. Read into the topic with informed pre work issued
2. Complete your CQ psychometrics T1
3. Become self-aware
4. Follow up materials and one to one CQ coaching session
5. Complete T2 version of CQ 9 months after initial T1 Completion to review progress
6. Action plan workbook on bias and culture

STAGED APPROACH

- a. Complete the CQ Assessment and Read CQ Starter Document
- b. Pre Masterclass CQ Readings and Videos
- c. Attend the CQ Masterclass
- d. Post Masterclass Readings and Evaluations