

CQ Training

Cultural Intelligence for the church



Agenda for today

Agenda:

- Quiz: 20 mins
- What is CQ? 5 mins
- 4 capabilities: 60 mins
 - Break somewhere here
- Development plan: 10 mins

Values Quiz

1- Individualism vs Collectivism

In other words, are you about individual goals OR group goals?

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LA is collectivism; US is individualism

Values Quiz

2- Low power distance vs High power distance

In other words, are you more about equality and shared power OR emphasis on status

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LA is high power distance; US is low power

Values Quiz

3- Low uncertainty avoidance vs High uncertainty avoidance

In other words, is your emphasis on flexibility and adaptability OR planning and predictability?

Values Quiz

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LA is high uncertainty avoidance; US is low uncertainty avoidance

Values Quiz

4- Cooperative vs Competitive

In other words, is your emphasis on collaboration nurturing and family OR emphasis on competition, assertiveness, and achievement?

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In other words, is your emphasis on collaboration nurturing and family OR emphasis on competition, assertiveness, and achievement?

LA is moderate; US competitive

Values Quiz

5- Short term vs Long term

In other words, is your emphasis on immediate outcomes (success now) OR emphasis on long-term planning?

Values Quiz

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In other words, is your emphasis on immediate outcomes (success now) OR emphasis on long-term planning?

LA is moderate; US is short term

Values Quiz

6- Low context (direct) vs High context (indirect)

In other words, is your emphasis on explicit communications (word) OR emphasis on indirect communications (tone, context)?

Values Quiz

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In other words, is your emphasis on explicit communications (word) OR emphasis on indirect communications (tone, context)?

LA is moderate; US is low context

Values Quiz

7- Being vs Doing

In other words, is your emphasis is on quality of life OR emphasis is on being busy and meeting goals?

Values Quiz

7- Being vs Doing

In other words, is your emphasis is on quality of life OR emphasis is on being busy and meeting goals?

LA is being; US is doing

Values Quiz

8- Universalism vs Particularism

In other words, is your emphasis on rules and standards that apply to everyone OR emphasis is on specifics, unique standards based on relationships?

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In other words, is your emphasis on rules and standards that apply to everyone OR emphasis is on specifics, unique standards based on relationships?

LA is particularism; US is universalism

Values Quiz

9- Neutral (non-expressive) vs Affective (expressive) communication

In other words, is your emphasis on non-emotional communication, hiding feelings OR emphasis on expressive communication, sharing feelings?

Values Quiz

9- Neutral (non-expressive) vs Affective (expressive) communication

In other words, is your emphasis on non-emotional communication, hiding feelings OR emphasis on expressive communication, sharing feelings?

LA is affective; US is moderate with wide variations

Values Quiz

10- Monochronic (linear) vs Polychronic (non-linear)

In other words, your emphasis is on one thing at a time, punctuality, work and personal life separate OR emphasis on multitasking, interruptions okay, work and personal combined

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10- Monochronic (linear) vs Polychronic (non-linear)

In other words, your emphasis is on one thing at a time, punctuality, work and personal life separate OR emphasis on multitasking, interruptions okay, work and personal combined

LA is polychronic; US is monochronic

CQ

What is CQ?

Cultural Intelligence (CQ) is a person's capacity to function in a variety of cultural contexts.

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Cultural Intelligence (CQ) is a person's capacity to function in a variety of cultural contexts.

We know our own culture. But most of that knowledge is subconscious. It helps us make sense of what we experience and observe.

But, when we interact with individuals who have a different cultural background, the same cues may mean something entirely different.

CQ – some examples

Do you (a) tend to be aware that people with a different cultural background are different **OR** (b) pay very little attention to whether or not others are different?

CQ – some examples

In your daily activities, would you prefer a role in a culture that is (a) similar to yours **OR** (b) different from your own?

CQ – some examples

When having meals with people who have a different cultural background, do you (a) eat what is familiar, **OR** (b) try what others eat?

CQ capabilities

1- CQ Drive: your level of interest, persistence, and confidence during multicultural interactions.

2- CQ Knowledge: your understanding about how cultures are similar and different.

3- CQ Action: your ability to adapt when relating and working in multicultural contexts.

4- CQ Strategy: Your awareness and ability to plan for multicultural interactions.

CQ DRIVE - *what's my motivation?*

The level to which you are ***energized and persistent*** in your approach to multicultural situations.

>Sub-dimensions

- Theological: Great Commission (Mat 28:19); it's ministry
- Intrinsic Interest: deriving enjoyment from culturally diverse experiences
- Extrinsic Interest: gaining benefits from culturally diverse experiences (this is us now!)
- Self-Efficacy: having the confidence to be effective in culturally diverse situations

CQ DRIVE - *what's my motivation?*

What it looks like.

- You are motivated to learn and adapt to new and diverse cultural settings. Your confidence in your adaptive abilities influences the way you perform in multicultural situations.

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Rate yourself: L M H

CQ KNOWLEDGE - *what do I need to know?*

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.

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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.

*we all have unconscious biases toward certain groups of people
(www.ProjectImplicit.org)

CQ KNOWLEDGE - *what do I need to know?*

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.

>Sub-dimensions

- Business: knowledge about economic and legal systems
- Values and 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.

CQ KNOWLEDGE - *what do I need to know?*

What it looks like.

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

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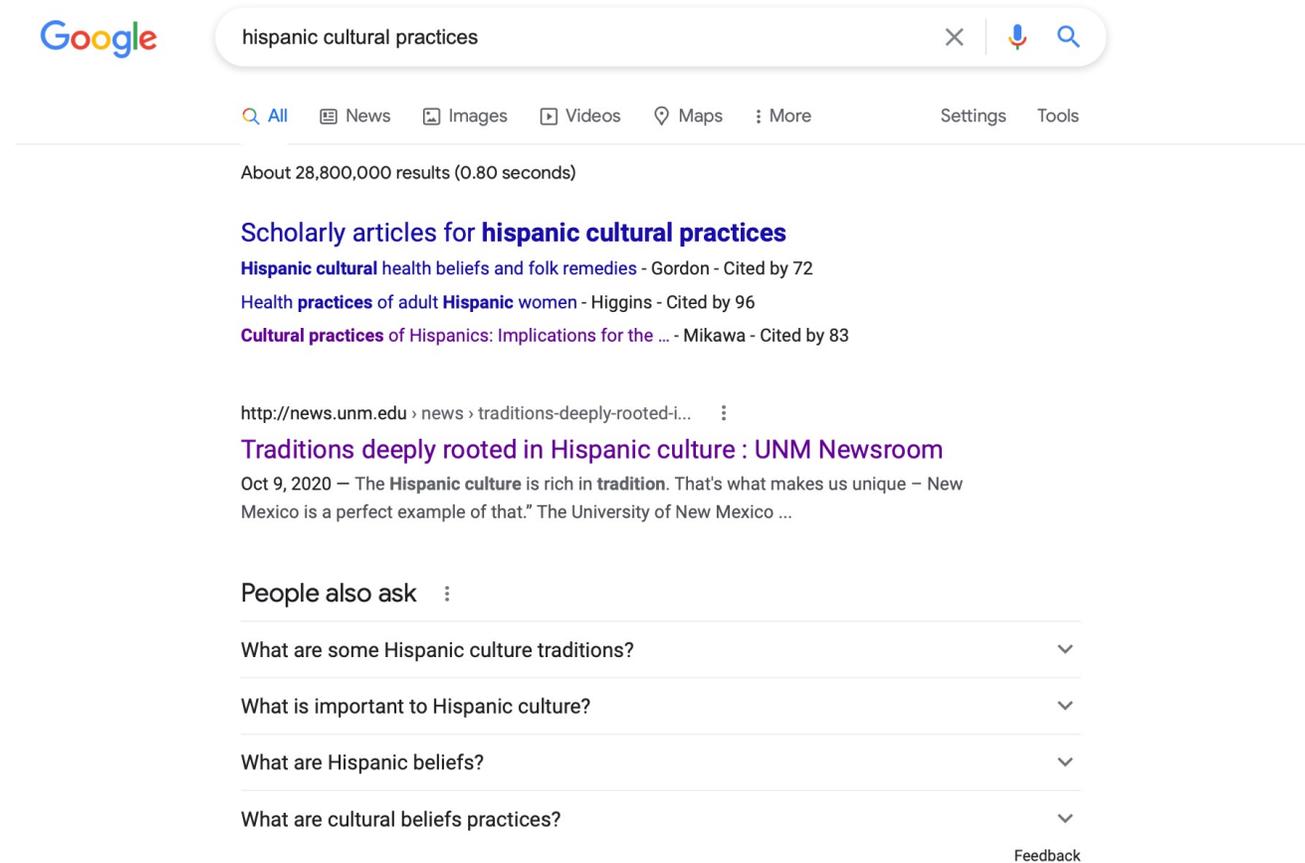
Rate yourself: L M H

CQ KNOWLEDGE - *what do I need to know?*

How to improve it...

- How can we learn more about the Latinos in our neighborhood?
- What saints, holidays matter to them?
- Read TryTank's Beezley resource.

CQ KNOWLEDGE - *what do I need to know?*



The image shows a Google search interface. The search bar contains the text "hispanic cultural practices". Below the search bar, there are navigation links for "All", "News", "Images", "Videos", "Maps", and "More". The search results show "About 28,800,000 results (0.80 seconds)". The first result is titled "Scholarly articles for hispanic cultural practices" and lists three articles: "Hispanic cultural health beliefs and folk remedies - Gordon - Cited by 72", "Health practices of adult Hispanic women - Higgins - Cited by 96", and "Cultural practices of Hispanics: Implications for the ... - Mikawa - Cited by 83". The second result is titled "Traditions deeply rooted in Hispanic culture : UNM Newsroom" and includes the text "Oct 9, 2020 — The Hispanic culture is rich in tradition. That's what makes us unique — New Mexico is a perfect example of that." The University of New Mexico ...". Below the search results, there is a section titled "People also ask" with four questions: "What are some Hispanic culture traditions?", "What is important to Hispanic culture?", "What are Hispanic beliefs?", and "What are cultural beliefs practices?". A "Feedback" link is located at the bottom right of the page.

Google

hispanic cultural practices

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http://news.unm.edu › news › traditions-deeply-rooted-i... ⋮

Traditions deeply rooted in Hispanic culture : UNM Newsroom

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People also ask ⋮

What are some Hispanic culture traditions? ▾

What is important to Hispanic culture? ▾

What are Hispanic beliefs? ▾

What are cultural beliefs practices? ▾

Feedback

CQ KNOWLEDGE - *what do I need to know?*

A special consideration in ministry, we need to have

Ministry Flexibility

to do and try new things based on this knowledge.

CQ STRATEGY - *how should I plan?*

The extent to which you are **aware** of what's going on in multicultural situations and the extent to which you **check and plan** accordingly.

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The extent to which you are **aware** of what's going on in multicultural situations and the extent to which you **check and plan** accordingly.

>sub-dimensions

- Planning: strategizing before a culturally diverse encounter
- Awareness: sensing the perspectives of self and others during interactions
- Checking: checking assumptions and adjusting mental maps when experiences differ from expectations

CQ STRATEGY - *how should I plan?*

What it looks like.

- You think about multicultural interactions before and after they occur. You plan ahead, check their assumptions and expectations during interactions, and reflect on experiences later. This refines your mental maps and enhances strategies for effective interactions.

Rate yourself: L M H

CQ STRATEGY - *how should I plan?*

How to improve it...

- How will we invite them to come?
- How will we get a commitment from them to come?
- For volunteers, how much direction should I provide?
- What activities for kids?

CQ ACTION - *what behaviors do I need to adjust?*

The extent to which you **act appropriately** in multicultural situations. It includes your **flexibility** in verbal and nonverbal behaviors and your ability to **adapt** to different cultural norms.

CQ ACTION - *what behaviors do I need to adjust?*

The extent to which you **act appropriately** in multicultural situations. It includes your **flexibility** in verbal and nonverbal behaviors and your ability to **adapt** to different cultural norms.

>sub-dimensions

- Speech acts: modifying the manner and content of communications (e.g., direct, indirect)
- Verbal: modifying verbal behaviors (e.g., accent, tone)
- Nonverbal: modifying nonverbal behaviors (e.g., gestures, facial expressions)

CQ ACTION - *what behaviors do I need to adjust?*

What it looks like...

- You translate your CQ Drive, CQ Knowledge, and CQ Strategy capabilities into action. You possess a broad repertoire of verbal behaviors, nonverbal behaviors, and speech acts, which you apply to specific context. You know when to adapt and when not to adapt.

Rate yourself: L M H

CQ ACTION - *what behaviors do I need to adjust?*

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Rate yourself: L M H

CQ ACTION - *what behaviors do I need to adjust?*

How to improve it...

- Experience more multicultural interactions while being intentional to learn.
- Adapt your communication.
- Know you will have to **be different!** Remember *Ministry Flexibility!* (Look back at the values.)

Self-development plan

Your CQ is not fixed! With some simple but intentional goals and strategies, you can enhance your CQ.

Action steps.

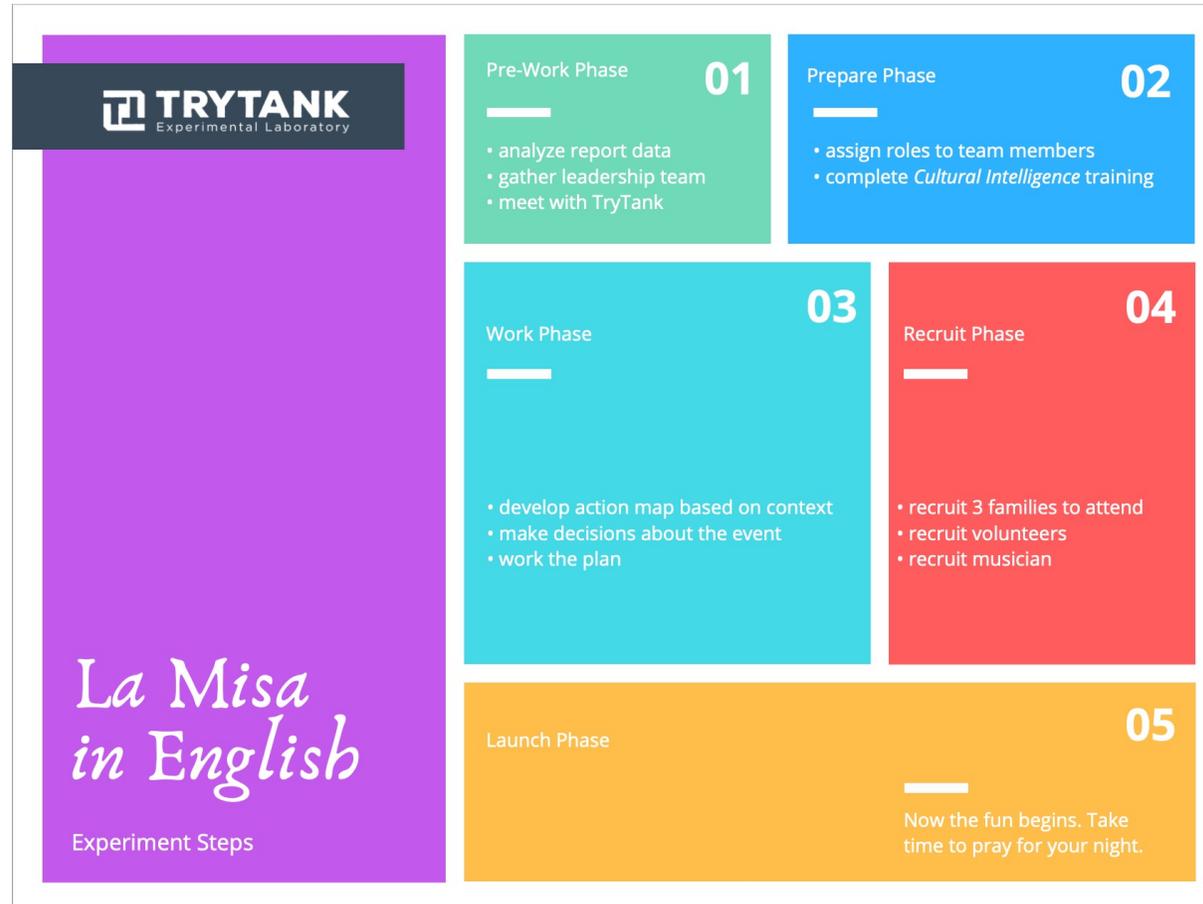
- List one, specific multicultural skill you would like to improve in the next year.
- List specific, challenging action steps you can take to use your strongest self-rated capability.
- List specific, challenging action steps you can take to use your weakest self-rated capability.

Self-development plan

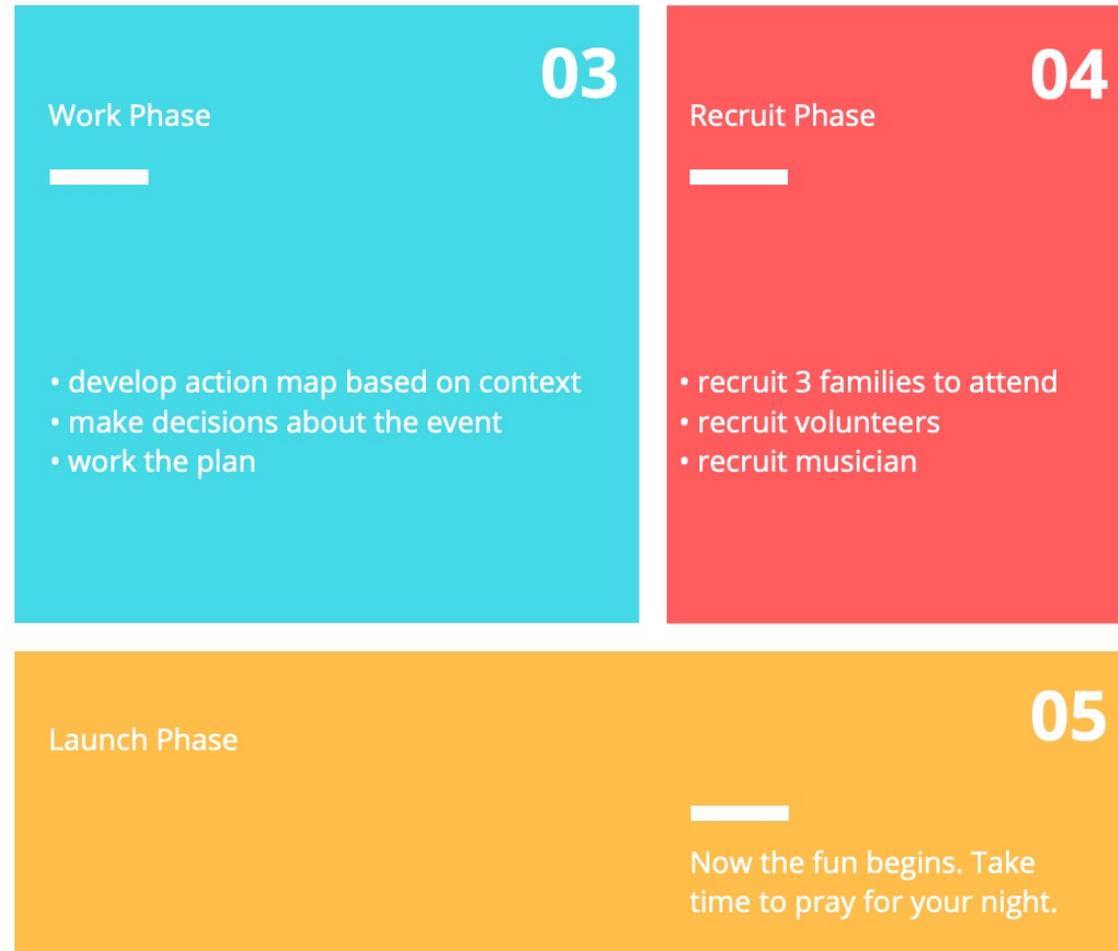
Accountability

- With whom will you share this plan in the next 2 weeks?
- How can this person help you accomplish your goals? (Following up, etc)

“La Misa” action plan next steps



“La Misa” action plan next steps



“La Misa” action plan next steps

03

Work Phase



- develop action map based on context
- make decisions about the event
- work the plan

“La Misa” action plan next steps

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- develop action map based on context
- make decisions about the event
- work the plan

“La Misa” action plan next steps

- I want to help you develop your action map.
- Gather your team and let’s do this.

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CQ Training

