

# How Cultural Intelligence (CQ) Makes a Difference in Your Mediation Practice



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# Agenda

- Culture Matters
- Mapping Cultural Differences
  - Cultural value orientations
- What is Cultural Intelligence (CQ)?
  - Four capabilities
- Applying and Improving CQ
- Now what?

# Cultural Intelligence

The capability to function effectively across various cultural contexts (national, ethnic, organizational, generational, etc.)

--Soon Ang and Linn Van Dyne, "Conceptualization of Cultural Intelligence" in Handbook of Cultural Intelligence: Theory, Measurement, and Applications (Armonk, NY: M.E. Sharpe, 2008), 3.

Take a moment and think of one cultural challenge in your mediation practice / workplace.



Keep this challenge in mind as we explore CQ



# CQ Drive: 3 Sub-Dimensions

- Intrinsic Interest
- Extrinsic Interest
- Self-Efficacy

# CQ Knowledge: 4 Sub-Dimensions

- Business/Cultural Systems
- Interpersonal: Cultural Values
- Socio-Linguistics
- Leadership

# CQ Strategy: 3 Sub-Dimensions

- Planning
- Awareness
- Checking



# CQ Action: 3 Sub-Dimensions

- Speech Acts
- Verbal Communication
- Non-Verbal Communication

# Next Steps

- Needs assessment
- Cultural Values Profile
- Cultural Intelligence Assessment
- Assess and develop CQ in your team
- Make CQ a priority for everyone



# Closing Comments

- Construct of CQ is important to understand and incorporate as industry and mediation profession changes
- Going beyond awareness can help improve interactions with stakeholders and clients – use CQ!

# References

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- For additional research: <https://culturalq.com/articles-books/>

# Thank You!

## Q/A

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