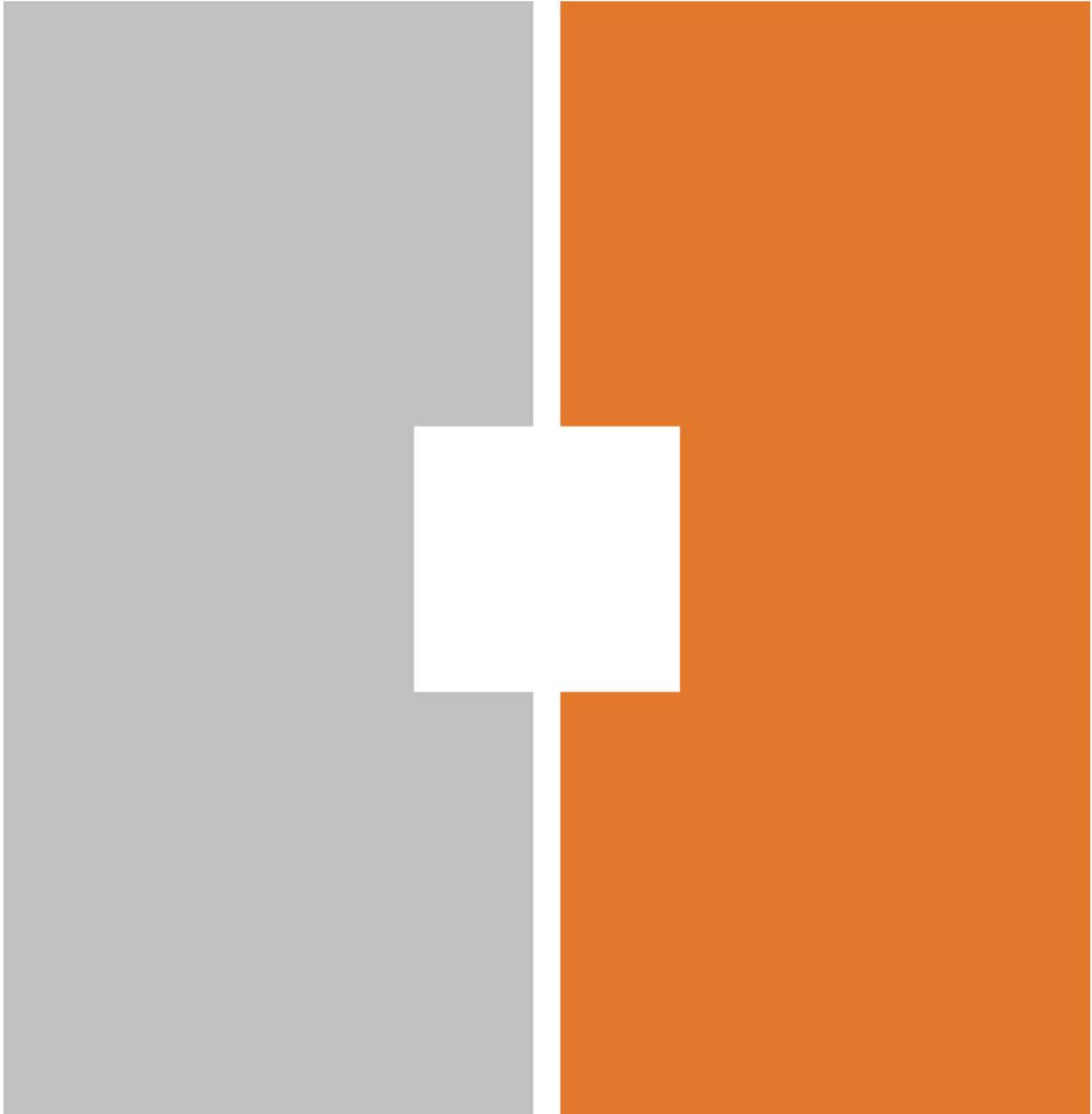


# CQ Report

CQ PRE/POST FEEDBACK REPORT (YOUTH)

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# Contents

This T2 CQ Feedback Report identifies your strengths and developmental opportunities for functioning effectively in multicultural settings. Most people find it beneficial to read the feedback report now and then re-read it in a few days. This will allow you to think deeply about the feedback and how you can use this information.

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# What is CQ?

Cultural Intelligence (CQ®) is a person's capability to function effectively in a variety of cultural contexts - both internationally and domestically.

In our own cultures, we usually have an idea of what is going on around us because we have a wealth of information, most of which subconscious, that helps us make sense of what we experience and observe. When we interact with individuals who have a different cultural background, the same cues may mean something entirely different.

## CQ CAPABILITIES

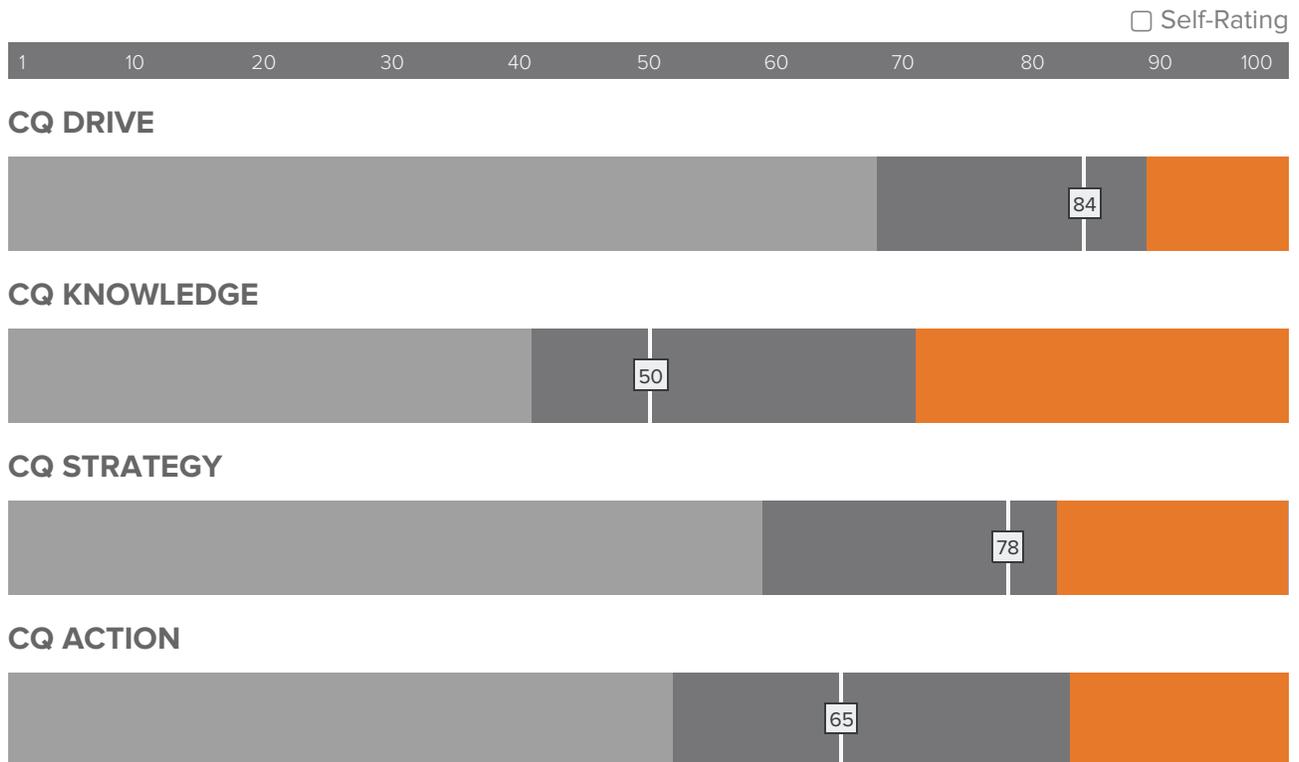
There are four primary CQ capabilities:



# T2 CQ Profile

This page summarizes your T2 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).

<p><b>LOW</b></p> <p>Scores in this range are in the bottom 25% of worldwide norms.</p>	<p><b>MODERATE</b></p> <p>Scores in this range are in the middle 50% of worldwide norms.</p>	<p><b>HIGH</b></p> <p>Scores in this range are in the top 25% of worldwide norms.</p>
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# T2 CQ Drive

CQ Drive is the extent to which you are energized and persistent in your approach to multicultural situations. It includes your self-confidence in your abilities as well as your sense of the benefits you will gain from intercultural interactions.



Self-Rating

## WHAT DOES HIGH CQ DRIVE LOOK LIKE?

Individuals with high CQ Drive are motivated to learn and adapt to new and diverse cultural settings. Their confidence in their adaptive abilities influences the way they perform in multicultural situations.



## T2 OVERALL



## WHAT DOES YOUR SELF-RATING REVEAL?

Compared to the worldwide norms, you scored in the middle 50% of all who have completed the CQ self-assessment. This represents a moderate T2 score for CQ Drive.

You have an average level of interest and confidence in your multicultural capabilities. You see some benefit from multicultural experiences, though may not be entirely convinced. Your level of confidence about your effectiveness inter-culturally may limit your effectiveness but you are well on your way!

## REFLECT

What is your level of motivation for adapting to new cultural situations? Has this changed since T1?

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# T2 CQ Knowledge

CQ Knowledge is 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.



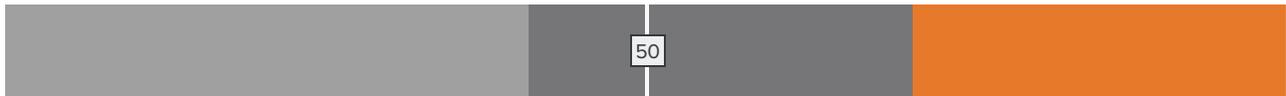
Self-Rating

## WHAT DOES HIGH CQ KNOWLEDGE LOOK LIKE?

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



### T2 OVERALL



## WHAT DOES YOUR SELF-RATING REVEAL?

Compared to the worldwide norms, you scored in the middle 50% of all who have completed the CQ self-assessment. This represents a moderate T2 score for CQ Knowledge.

Your score indicates that your knowledge about other cultures is comparable to the average score. You have a moderate tendency to seek out information on novel cultures, and you tend to pay attention to cultural differences. But you can learn more about other cultures. Ask yourself: What can I do to be more knowledgeable about other cultures? How can I learn from people who are different from me? Make a conscious effort to expand your understanding of other cultures.

## REFLECT

What is your understanding of cultural similarities and differences? Has this changed since T1?

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# T2 CQ Strategy

CQ Strategy is the extent to which you are aware of what is going on in multicultural situations and the extent to which you check and plan accordingly.



## WHAT DOES HIGH CQ STRATEGY LOOK LIKE?

Self-Rating

Individuals with high CQ Strategy think about multicultural interactions before and after they occur. They plan ahead, check their assumptions and expectations during interactions, and reflect on experiences later. This refines their mental maps and enhances strategies for effective interactions.



## T2 OVERALL



## WHAT DOES YOUR SELF-RATING REVEAL?

Compared to the worldwide norms, you scored in the middle 50% of all who have completed the CQ self-assessment. This represents a moderate T2 score for CQ Strategy.

Your score for being strategic in multicultural contexts is comparable to the average score. You have a moderate tendency to be strategic in multicultural situations, and you tend to notice, plan for, and adjust to multicultural differences. You are aware of how culture influences your own thoughts and behaviors and you are also aware of how culture influences the thoughts and behaviors of others. But you can become more strategic. Ask yourself: What can I do to be more strategic in my multicultural interactions? How can I take more time to plan ahead and check on how things are going during multicultural interactions? Make a conscious effort to become more strategic in multicultural situations.

## REFLECT

What is your level of awareness during intercultural encounters? Has this changed since T1?

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# T2 CQ Action

CQ Action is 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.



Self-Rating

## WHAT DOES HIGH CQ ACTION LOOK LIKE?

Individuals with high CQ Action translate their CQ Drive, CQ Knowledge, and CQ Strategy capabilities into action. They possess a broad repertoire of verbal behaviors, nonverbal behaviors, and speech acts, which they apply to fit a specific context. They know when to adapt and when not to adapt.



### T2 OVERALL



## WHAT DOES YOUR SELF-RATING REVEAL?

Compared to the worldwide norms, you scored in the middle 50% of all who have completed the CQ self-assessment. This represents a moderate T2 score for CQ Action.

Your score indicates that your behavioral flexibility is comparable to the average score. You have a moderate range of flexible behaviors, and you tend to adjust your actions to fit a specific cultural context. But you can be more flexible in your verbal and non-verbal behavior. Ask yourself: What can I do to exhibit more behavioral flexibility in my multicultural interactions? How can I pay more attention to what is going on in a situation and then change my verbal and non-verbal actions appropriately? Make a conscious effort to become more flexible in multicultural situations.

## REFLECT

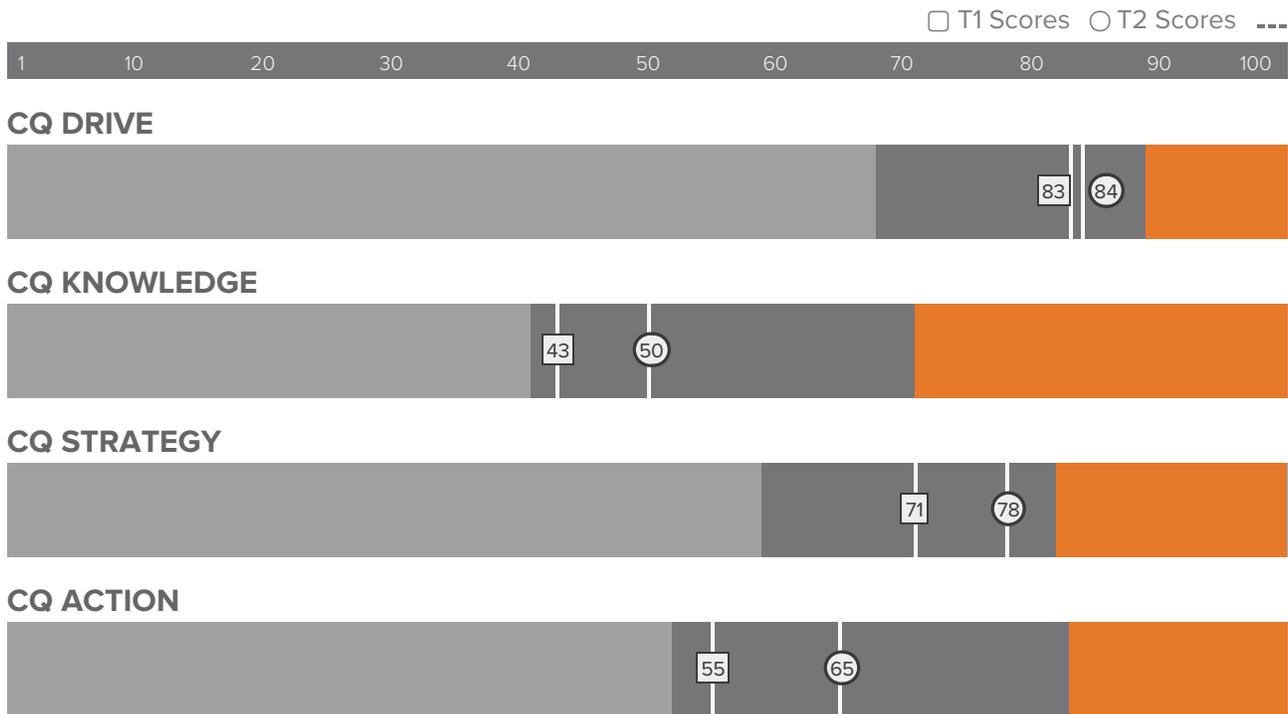
To what degree do you adapt your behavior in different cultural situations? Has this changed since T1?

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# T1/T2 Comparison Graph



The chart above shows your CQ scores at T1 compared to your CQ scores at T2.

# Development Plan

Your CQ is not fixed. You were given some ideas after T1 to help you enhance your CQ. The next few pages give you a chance to reflect on your CQ feedback and compare your T1 and T2 scores. Then you will have a chance to develop an action plan.

## TODAY

Has your definition of cultural intelligence changed? If so, how?

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## YOUR STRONGEST CQ CAPABILITIES

Your strongest CQ capabilities at T2 are based on your self-rated scores in comparison to the worldwide median, not simply based on the highest numerical scores.

**Your top two T2 self-rated CQ capabilities are:**

### CQ STRATEGY AND CQ DRIVE

How does this compare to your strongest capabilities at T1? Are they the same, or different?

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What can you do this next month to build on one of these strengths?

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How can these strengths help you improve your multicultural effectiveness?

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## YOUR WEAKEST CQ CAPABILITIES

Your weakest CQ capabilities at T2 are based on your self-rated scores in comparison to the worldwide median, not simply based on the lowest numerical scores.

**Your top two T2 self-rated CQ capabilities are:**

### CQ KNOWLEDGE AND CQ ACTION

How does this compare to your weakest capabilities at T1? Are they the same, or different?

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What can you do this next month to strengthen one of these multicultural capabilities?

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How might these weaknesses be limiting your multicultural effectiveness?

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## ENHANCING YOUR CQ

Here are some ideas of things you can do to enhance your CQ

### INTERCULTURAL EXPERIENCES

Experiencing a novel culture first-hand is an excellent way to enhance your CQ. List some examples of new intercultural experiences you could experience (possible ideas: international travel, study abroad, spending time with people in your school and neighborhood from different ethnic and religious backgrounds, talking to people who have different interests from you, attending a cultural event or celebration that is based on a novel culture).

### JOIN A MULTICULTURAL TEAM

Get involved with a multicultural team at school, or work as a volunteer in your neighborhood, etc. Pay special attention to differences in people's assumptions and how this may be influencing their behavior and interactions. Discuss your observations with at least one other person and see if your interpretations are similar.

### EDUCATION

Take a class in anthropology, history, or cultural intelligence. Take some language lessons or study another language using the internet. Read books about other cultures. Use the web to explore a novel culture and share what you learn with a friend. Read one of the many books about cultural intelligence.

# Research Basis of CQ

## THE RESEARCH BASIS FOR ASSESSING CULTURAL INTELLIGENCE

Cultural Intelligence is conceptualized as a multi-dimensional construct based on application of Robert Sternberg's integrative theoretical framework of different "loci" of intelligence. The dimensions of Cultural Intelligence represent qualitatively different aspects of the overall capability to function and manage effectively in culturally diverse settings.

## CULTURAL INTELLIGENCE IS ...

Cultural Intelligence is a malleable capability that can be enhanced by multicultural experiences, training and self-awareness programs, travel and education.

- Cultural Intelligence is distinct from stable individual differences such as personality, which describe what a person typically does across time and across situations.
- Cultural Intelligence is also different from emotional intelligence because it focuses specifically on capabilities in multicultural contexts.

Cultural Intelligence has predictive validity over and above demographic characteristics, personality, general mental ability, emotional intelligence, cross-cultural adaptability inventory, rhetorical sensitivity, cross-cultural experience, and social desirability.

The Cultural Intelligence Scale has excellent psychometric properties.

- Published scholarly research demonstrates the factor structure of the scale is stable across samples, across time, and across cultures.
- In addition, self-rated scores are positively correlated with observer rated scores, and multi-trait multi-method analysis supports the convergent and discriminant validity of the scales.
- Reliabilities of the four factors and subdimensions exceed the standard cut-off of .70.

Most important, research demonstrates that cultural intelligence predicts adjustment, well-being, cultural judgment and decision-making, and task performance in culturally diverse settings.

Visit [culturalQ.com/research](https://www.culturalQ.com/research) for more information.









