



Building Your CQ: Cultural Intelligence

- How can you build cultural intelligence through strategy/knowledge?
- How can you build cultural intelligence through behavior/action?
- How can you build cultural intelligence through motivation/drive?

Key Area/Source	Definition	What You Can Do
CQ Strategy (Head) Thought/Observation	How a person makes sense of experiences - strategize before you move. This is planning to do it, habit of doing, a daily walk, a daily practice.	
CQ Knowledge (Head) Thought/Observation	How a person understands how people are similar/different. The knowledge of how culture shapes behaviors, values and beliefs.	
CQ Motivation/Drive (Heart) Belief in Possibility	How a person shows interest in others who are different from them. Motivation to learn/Explore others backgrounds/Want to do it.	
CQ Behavior/Action (Body) Mirroring	How a person shows the capability to adapt (verbally/non-verbally) to others that are different from them. How you behave, think on your feet, adapt to others.	

Key Takeaways

Assess yourself – Are you ready?

Assess your organization – Is your organization ready?

Join diverse organizations in your community

Attend diverse conferences

Engage collaborative partners