

Cultural Intelligence: Making Sense of Your Context

Module: CQ Introduction

Learning Path: Workplace Success - Cultural Intelligence

Key Concepts

Culture Definition

Learned and shared patterns of beliefs, behaviors, and assumptions that guide how a group interprets and interacts with the world.

- National culture
- Organizational culture
- Team culture
- Professional culture

Four CQ Capabilities

The learnable components that make up Cultural Intelligence.

- CQ Drive: Motivation and interest in cultural adaptation
- CQ Knowledge: Understanding how cultures differ
- CQ Strategy: Planning and reflecting on cross-cultural interactions
- CQ Action: Adapting behavior appropriately

Summary Points

1. Cultural Intelligence is a learnable skill, unlike IQ which remains relatively stable.
2. Culture exists at multiple levels, not just national boundaries.
3. CQ helps navigate any cultural context, from team dynamics to international business.
4. High CQ means holding cultural knowledge lightly—using it as a starting point, not an endpoint.
5. Every cultural 'problem' represents two valid solutions to different challenges.

Practical Application

Joining a new team

Observe before acting. Map the team's cultural patterns before imposing your own style.

Cross-cultural misunderstanding

Ask yourself: What cultural value might be driving their behavior? Assume positive intent.

Reflection Questions

- How do the concepts in this module apply to your current work environment?
- What cultural patterns have you observed but not previously understood?
- Which framework from this module will be most immediately useful to you?
- How might you adapt your approach based on what you've learned?

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