

## INF 315

### Lecture 9 Homework Assignment

**Due: 19 May 2022 – At 23:00**

**Submit online on ClickUP**

**TOTAL: 10 Marks**

**Topic:** Cultural Intelligence - Where Am I Now?

Self-Assessment and Reflection Activity

#### **A) Background:**

The below questions highlight what you think of your own current cultural intelligence (CQ). There are no right or wrong answers. It is hoped that the exercise will increase your own awareness and promote self-reflection.

#### **B) Directions:**

For each statement, mark M (most of the time), O (often), S (sometimes), R (rarely), or N (never).

#### **C) Self-Assessment Statement/Questions:**

##### **AWARENESS**

1. M When I meet someone from another culture, I am aware of the physical space between us.
2. S When I communicate with someone from another culture, I am aware of my tone of voice.
3. M When I participate on multicultural teams, I am aware that my experiences may be very different from the experiences of my teammates.
4. N I realize that I have a difficult time listening to certain people because of my biases.
5. O I am aware of the different ways in which I might express bias.
6. M I am aware of my cultural values when I interact with people from very diverse countries and cultures.

##### **UNDERSTANDING**

7. M I understand that gender roles may vary significantly among people from various cultural backgrounds.
8. M I understand the difference between prejudice and discrimination.
9. M I understand how cultural intelligence (CQ) promotes an organization's ability to achieve its goals.

10. **M** I understand why it may be necessary for me to change my nonverbal behaviours in a new cultural setting.

11. **M** I understand why CQ requires more than just good intentions on my part.

12. **M** I understand why it is important to be aware of differences in power and privileges.

### **SKILLS**

13. **O** In a new cultural setting, I vary my verbal and nonverbal language when necessary.

14. **O** When I communicate with people from culturally diverse backgrounds, I ask questions to make sure I have heard and understood all of the relevant details.

15. **S** When I observe people showing cultural insensitivity or bias, I intervene in some way.

16. **R** I seek feedback from others regarding my biases.

17. **R** I seek feedback from others regarding my ability to manage cross-cultural conflict effectively.

18. **S** When I interact on multicultural teams, I check the accuracy of my knowledge about other cultures.

The preceding self-assessment provides insight into your current CQ. Questions 1 to 6 relate to your awareness, questions 7 to 12 measure your understanding, and questions 13 to 18 deal with your behaviours or skills.

### **D) Reflection Questions:**

Once you have completed the above self-assessment answer the following questions:

1. What do your answers reveal about your CQ, and specifically your awareness, understanding, and skills?
2. When you examine these three competencies, are there any differences or similarities that stand out?
3. Which aspects of your Cultural Intelligence need further development? What do you plan to do to build your Cultural Intelligence?

#### **Question 1: What do your answers reveal about your CQ, and specifically your awareness, understanding, and skills?**

My answers reveal regarding cultural intelligence reveal that I am very aware that we all come from different cultural backgrounds and that may influence how we interact, communicate and experience different situations. My answers also show that I have a very high understanding of various cultures and the implications of that in a team setting or organization, and highlights my understanding of the necessity of cultural intelligence. Lastly, my answers point out my lagging but not necessarily horrible skills related to cultural intelligence, which could use some improvement in comparison to my Awareness and Understanding.

Question 2: When you examine these three competencies, are there any differences or similarities that stand out?

The main difference that stood out is that in comparison to my outstanding Awareness and Understanding of cultural intelligence, my Skills related to cultural intelligence can be considered as mid and requiring some improvement. Whereas the similarities that stood out are, between how well I am aware of cultural differences and the need for CQ as well as how well I understand the impact various cultures have in shaping a team or organization.

**Question 3: Which aspects of your Cultural Intelligence need further development? What do you plan to do to build your Cultural Intelligence?**

I would definitely say that an aspect I need to further develop are seeking feedback regarding any of my potential biases that I may not be aware of, my management of cross-cultural conflict. I think another aspect that could be the accuracy of my knowledge of other cultures.

I plan to do that by actively seeking and asking for feedback where I can, as well as making sure I make the people around me aware that feedback would be appreciated and by also reading up and educating myself more on other cultures .