Our Window: Being Culturally Intelligent in Diverse Situations

Dr. Michele A. L. Villagran
CQ Certified Facilitator
President & CEO, CulturalCo, LLC
From working across borders...
...to bridging cultures at home
From crossing organizational cultures...
...to bridging generations
Culture Matters!
Mutual Distrust
Different views on how to confront conflict
Contrary to what many mean “nothing”
Language and Communication Barriers

Cultural Intelligence Needed!
What is Cultural Intelligence?
Cultural Intelligence

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

CQ Drive: 3 Sub-Dimensions

- Intrinsic Interest
- Extrinsic Interest
- Self-Efficacy
HUMAN NATURE

CULTURE
Cultural Artifacts/Systems

Cultural Values and Assumptions

INDIVIDUAL PERSONALITY
CQ Knowledge: 4 Sub-Dimensions

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

“Leadership is like beauty; it’s hard to define, but you know it when you see it.”
--Warren Bennis
CQ Strategy: 3 Sub-Dimensions

- Planning
- Awareness
- Checking
CQ Action: 3 Sub-Dimensions

- Speech Acts
- Verbal Communication
- Non-Verbal Communication
Why Does It Matter?

- Attract and Retain Top Talent
- Inclusive Leadership and Culture
- Multicultural Workforce
- Diverse Customers
Thank You!

Dr. Michele A. L. Villagran
michele.villagran@culturalco.com