



Exploring Cultural Intelligence

Critical Skills to Help us Engage across Cultural Lines

CRC Communications webinar presented October 30, 2013
by Pennylyn Dykstra-Pruim

Cultural Intelligence in the Global Economy

The Cultural Intelligence (CQ) Difference

a video by David Livermore

<https://www.youtube.com/watch?v=x2C7Mftt90Y>

Pennylyn Dykstra-Pruim, Associate Professor, Calvin College

A favorite quote:

"At the very core of Christian identity lies an all-encompassing change of loyalty, from a given culture with its gods to the God of all cultures."

(Miroslav Volf *Exclusion and Embrace*)

The book I most recently read:

Incognito by Michael Sidney Fosberg

Currently reading:

An Unlikely Disciple by Kevin Roose



Micah 6:8 "He has shown you, O Mortal, what is good.

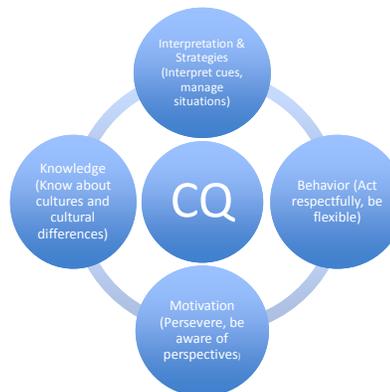
And what does the Lord require of you?

To act justly and to love mercy

And to walk humbly with your God."

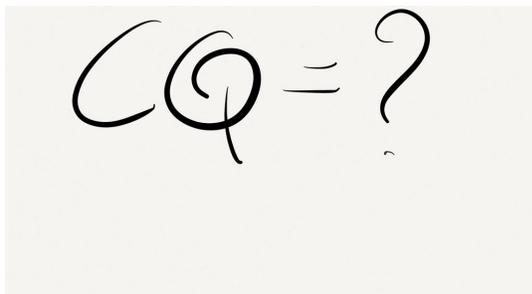
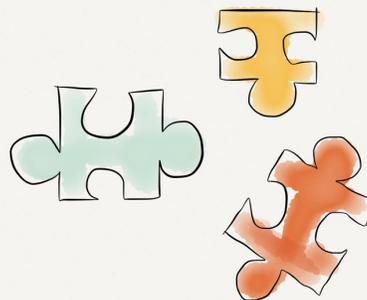


WHAT IS CULTURAL INTELLIGENCE?



Driving principles

- CQ building is a life-long journey and all persons can improve their CQ over time.
- We can improve our CQ by focusing on the four concrete skills (Knowledge, Motivation, Interpretation and Behavior).
- Improving our CQ makes us better communicators and more gracious actors in the diverse kingdom of God.
- Building our CQ enables us to embrace the other more fully, even as we understand what it means for the other to embrace us.



www.crcna.org/race/resources--race-relations

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RESOURCES FOR RACE RELATIONS

Cultural Intelligence (CQ) Building: The Cultural Intelligence Building workshop focuses on concrete skills to improve our ability to act and react in positive ways across cultural lines. These four concrete skill areas are (1) knowledge, (2) motivation, (3) interpretation, and (4) behavior. Through carefully tailored interactive exercises, participants become aware of their personal life-long journey in Cultural Intelligence, as they build their own capacity to improve their CQ over time.

Church Between Borders: The Church Between Borders workshop is a collaboration among the CRC offices of Social Justice and Race Relations and the Reformed Church in America. It is about (1) how churches can be welcoming presences for immigrants, (2) how churches can help in the struggle immigrants face when they are not able to get documentation for living in the United States, and (3) how churches have the awesome ability to transform that struggle by acting with justice and mercy.

Leadership and Race: Leadership and Race is a workshop that deliberately pursues inclusion through six tasks: (1) Introduction; (2) objectives, expectations, and guidelines; (3) biblical foundations; (4) assumptions; (5) framing the issue; and (6) mountain plan—identifying the journey. This workshop is geared for those in leadership positions.

Cultural Intelligence in the Christian Economy

“He has shown you, O Mortal, what is good.
And what does the Lord require of you?
To act justly and to love mercy
And to walk humbly with your God.”

Workshop Goals

- Introducing CQ
- Developing skills
 - Knowledge
 - Motivation
 - Strategy
 - Behavior
- Understanding how to improve our CQ over time
- Learning how to engage for God in culturally intelligent ways
- Building community
- Building a *culturally intelligent* community

Cultural Intelligence - CQ

<p>CQ is NOT</p> <ul style="list-style-type: none"> • a vaccine against making mistakes in how we interact across cultures • an “endstate” • developing a list of “do-s” and “don’t-s” 	<p>CQ IS</p> <ul style="list-style-type: none"> • a set of transferrable skills we can continue to improve • a way of understanding, assessing and reflecting on where we are at in our ability to engage across cultural boundaries • changing how we think about issues of diversity, racism, culture and identity
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Hot Terms

- Cultural
- Transcultural
- Cross-cultural
- International
- Multicultural
- Intercultural
- Global
- Diversity



- Communication
- Competence
- Intelligence
- Sensitivity
- - ism
- Training
- Awareness
- Skills
- Citizenship

Our Goal is ... ?

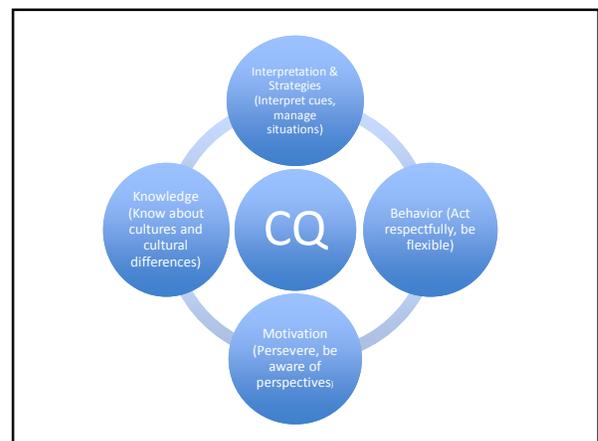
- New perspectives on self and our own identities.
- New consideration of others and their perspectives.
- New perspectives on faith and our own faith.
- Embracing of life-long culture learning
- Enthusiasm for venturing across cultural lines and engaging with cultures other than our own.
- **** Engaging for God in our world in better (more culturally intelligent) ways.**

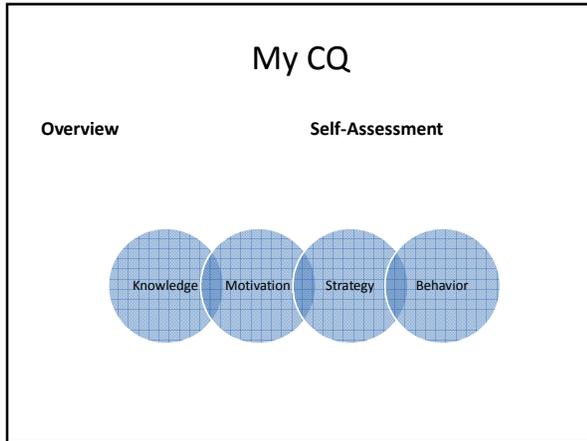


MY CQ!

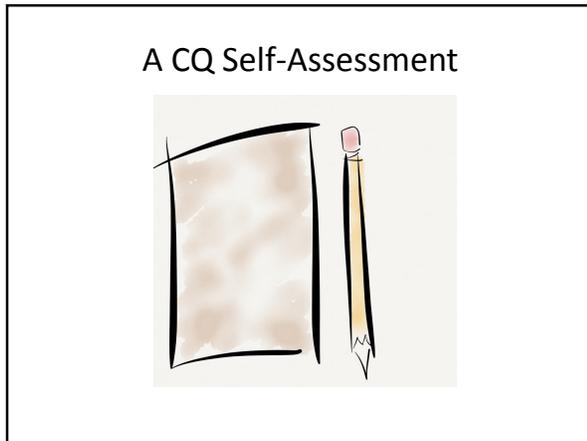
Cultural intelligence

- How does CQ fit into the bigger picture?





CQ Motivation	Strongly agree	Strongly disagree
I enjoy interacting with people from different cultures and subcultures.	7	6 5 4 3 2 1
I can clearly describe my own motivations for engaging across cultural lines.	7	6 5 4 3 2 1
I can easily describe what I and the others have to gain or lose based on the success of our interactions across cultural lines.	7	6 5 4 3 2 1
Socializing with persons of different cultural backgrounds or with locals when I travel is a high priority in my life.	7	6 5 4 3 2 1
When traveling away from home, I would choose to worship with a local community where I may not understand the language or the customs over seeking out a congregation just like back home.	7	6 5 4 3 2 1
TOTAL		



CQ Interpretation & Strategy	Strongly agree	Strongly disagree
I am conscious of the cultural knowledge I use when interacting with people from different cultural backgrounds.	7	6 5 4 3 2 1
I adjust or edit my cultural knowledge as I interact with people from cultures or subcultures that are not my own.	7	6 5 4 3 2 1
I consciously try to decipher the message someone is attempting to give me and realize that this may be different from the literal meaning of the words spoken.	7	6 5 4 3 2 1
I am keenly aware of the ways that <u>my words or actions can be interpreted differently by persons from other cultures or subcultures.</u>	7	6 5 4 3 2 1
I can be flexible and "roll with the punches" in new or uncomfortable situations.	7	6 5 4 3 2 1
TOTAL		

CQ Knowledge	Strongly agree	Strongly disagree
I can speak or have spent significant time interacting in different languages. I understand how languages or dialects can differ in how they create and express meaning.	7	6 5 4 3 2 1
I am knowledgeable about how rules for interpreting nonverbal behaviors differ across cultures and subcultures.	7	6 5 4 3 2 1
I am knowledgeable about key differences in orientations to time, family, traditions, and religious beliefs across cultures and subcultures.	7	6 5 4 3 2 1
I am knowledgeable about how history affects identity at national (political, social), personal (emotional, spiritual), and ethnic/racial group levels.	7	6 5 4 3 2 1
I am knowledgeable about the stereotypes I have of others and that others likely have of me or my home cultures. I can explain how stereotypes are perpetuated and discuss stereotypes constructively.	7	6 5 4 3 2 1
TOTAL		

CQ Behavior	Strongly agree	Strongly disagree
I am able and willing to adjust my verbal behaviors (tone, volume, the use of silence, rate of speaking) based on observations of other's interactions.	7	6 5 4 3 2 1
I am able and willing to adjust my nonverbal behaviors (eye contact, physical proximity, clothing choices, facial expressiveness) based on observations of other's behaviors.	7	6 5 4 3 2 1
I am keenly aware of how persons comfortable in and part of the majority culture have an advantage over those who are uncomfortable or outside of the majority culture.	7	6 5 4 3 2 1
I am keenly aware of how expectations of hosts and guests, parents and children, older and younger persons, professors and students, and so forth differ across cultural boundaries.	7	6 5 4 3 2 1
I am keenly aware of how the person who gets to use his/her native language or dialect to communicate has a power advantage in negotiations across cultural lines.	7	6 5 4 3 2 1
TOTAL		

What do these results tell us?

NOT this

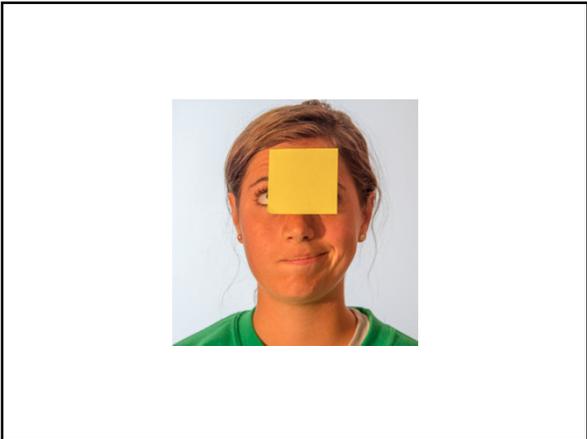
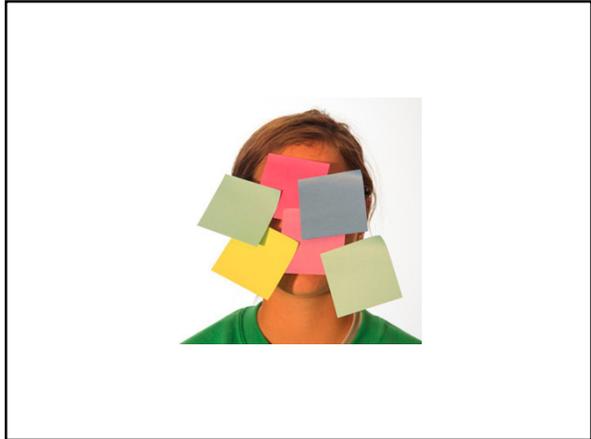
- My number is bigger
- I'm better than I used to be
- This is THE measure

But MAYBE

- What are some elements of CQ building?
- What types of issues, abilities, experiences, reflections does each skill area encompass?
- Where might my strengths and weaknesses be?
- Where might we improve?



OTHER CQ BUILDING THEMES



CULTURAL ORIENTATIONS

The Iceberg Concept of Culture

Like an iceberg, nine-tenths of culture is below the surface.

Surface Culture
Most easily seen
Emotional level - low

Food, dress, music, visual arts, drama, crafts, dance, literature, language, celebrations, games

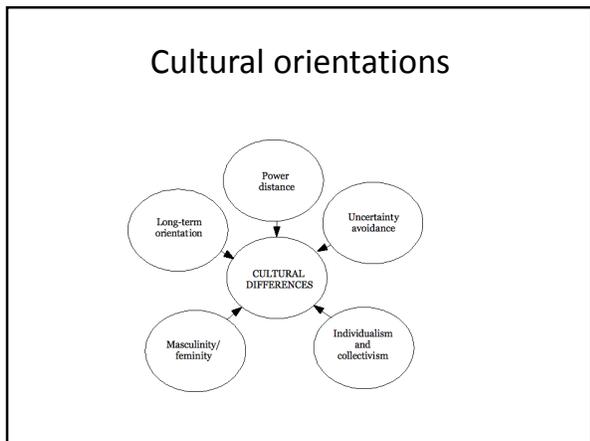
Shallow Culture
Unspoken Rules
Emotional level - high

courtesy, contextual conversational patterns, concept of time, personal space, rules of conduct, facial expressions, nonverbal communication, body language, touching, eye contact, patterns of handling emotions, notions of modesty, concept of beauty, courtship practices, relationships to animals, notions of leadership, tempo of work, concepts of food, ideals of child rearing, theory of disease, social interaction rate, nature of friendships, tone of voice, attitudes toward elders, concept of cleanliness, notions of adolescence, patterns of group decision-making, definition of insanity, preferences for competition or cooperation, tolerance of physical pain, concept of "self", concept of past and future, definition of obscenity, attitudes toward dependents, problem solving roles in relation to age, sex, class, occupation, kinship, and ...

Deep Culture
Unconscious Rules
Emotional level - intense

Working Lunch
the Culture Card Game

ANALYZING CQ KNOWLEDGE HOW AND WHAT DO WE "KNOW"



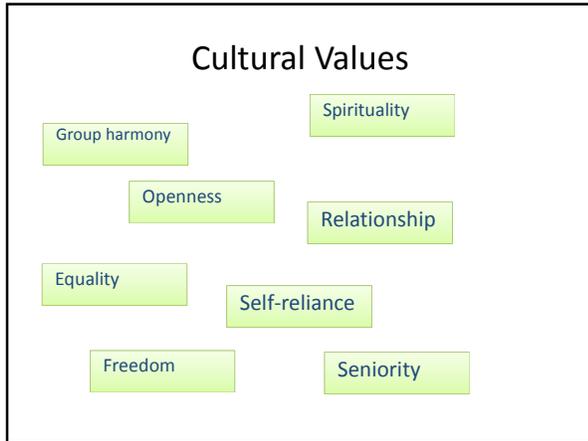
CQ AND THE BIBLE

Cultural Orientations

ORIENTATION	RANGE		
	Basically evil	Mix of good & evil	Basically good
Human nature	Mutable	Mutable	Mutable
Relationship to nature	Subjugation	Harmony	Mastery
Sense of time	Past-oriented	Present-oriented	Future-oriented
Activity	Being	Being-in-becoming	Doing
Social relationships	{Hierarchical} Authoritarian	{Collective decisions} collectivism	{Equal rights} Individualism

CQ & the Bible

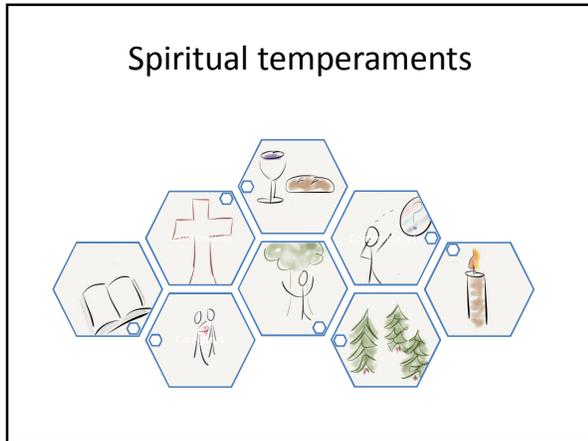
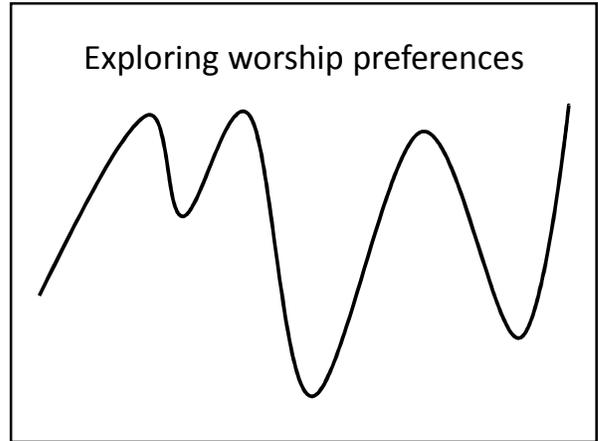
Ruth	Daniel	Paul



Hymns	Praise songs
Instrumental prelude	Gathering songs
Organ	Praise band
Sermon focused on Bible text and listening	Message dramas, powerpoint, videos
Reflective sermon style	Interactive sermon style
Quiet reverence	Welcoming greetings
Quieting the soul	Raising hands
Contemplation	Clapping
Pastoral prayer	Spontaneous prayers
Reflecting	Crying
Well-planned	Responsive
Hand shaking	Hugging
Silent prayer time	Alter calls
Reflective communion	Celebrative communion
Sitting	Kneeling
Standing	Dancing
Personal commitment	Speaking in tongues
Corporate confession	Healing
Apostles' Creed	Testimonies

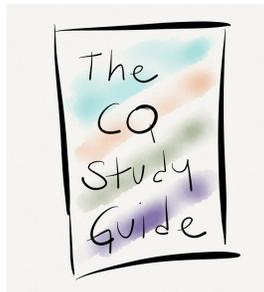
Spiritual Temperaments

CQ AND WORSHIP



Coming Soon ...

CQ Building
&
Community Building

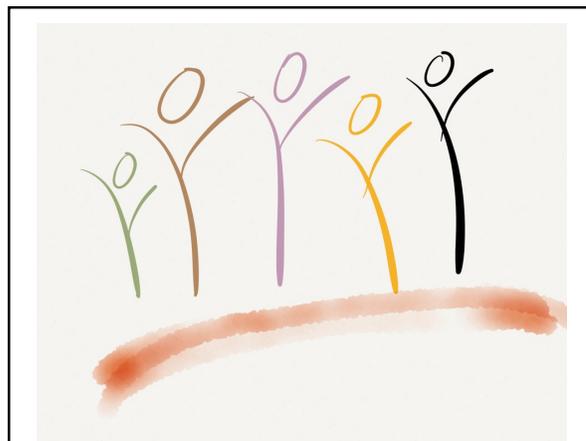


Using CQ

- Lens for life
- Tools for the Trip
- Analyze a misunderstanding or ministry challenges
- Be a better guest AND a better host
- Work on concrete skills with our teams
- Give us all a way to talk about these issues together

Building CQ

- 1) Understanding our own cultural identity and biases
- 2) Checking our cultural lenses
- 3) Thinking Globally
- 4) Shifting perspectives



Building CQ

- 5) Communicating Interculturally
- 6) Managing cross-cultural conflict
- 7) Understanding the dynamics of power
- 8) Community Building – Learning from and with Others



Exploring Cultural Intelligence

Questions & Answers

