



## 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.

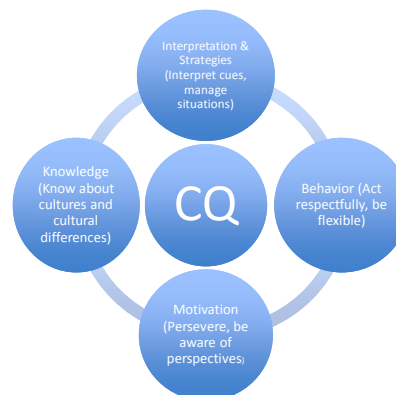
And what does the Lord require of you?

To act justly and to love mercy

And to walk humbly with your God."

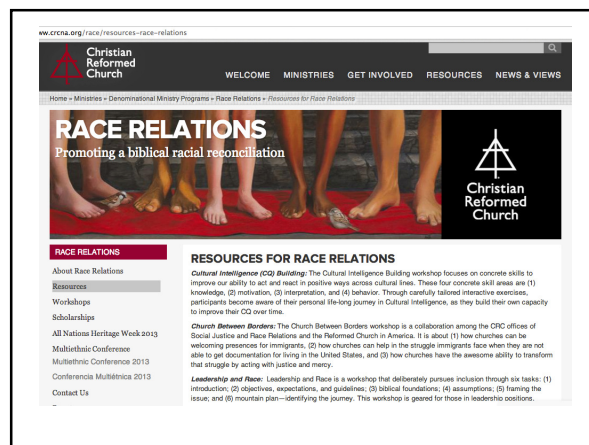
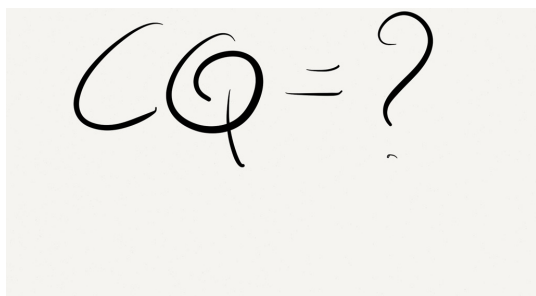
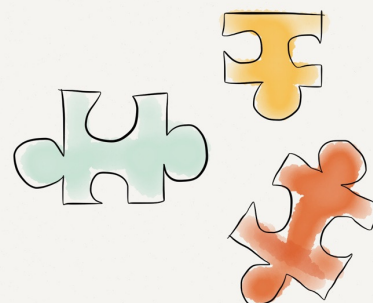


## WHAT IS CULTURAL INTELLIGENCE?



## 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.



## 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

### CQ is NOT

- a vaccine against making mistakes in how we interact across cultures
- an “endstate”
- developing a list of “do-s” and “don’t-s”

### CQ IS

- 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

## Hot Terms

- Cultural
- Transcultural
- Cross-cultural
- International
- Multicultural
- Intercultural
- Global
- Diversity
- Communication
- Competence
- Intelligence
- Sensitivity
- -ism
- Training
- Awareness
- Skills
- Citizenship



## Our Goal is ... ?

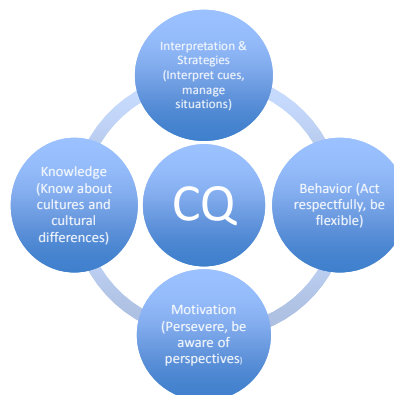
- New perspectives on self and our own identities.
- New consideration of others and their perspectives.
- New perspectives on faith and our own faith.
- Embracing of life-long culture learning
- Enthusiasm for venturing across cultural lines and engaging with cultures other than our own.
- **\*\* Engaging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



## MY CQ!

## Cultural intelligence

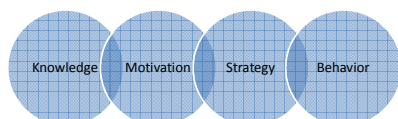
- How does CQ fit into the bigger picture?



## My CQ

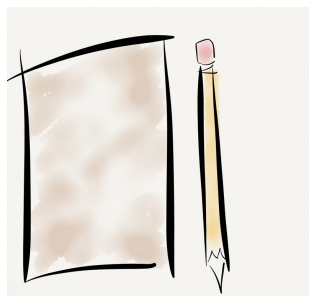
### Overview

### Self-Assessment



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
<b>TOTAL</b>		

## A CQ Self-Assessment



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
<b>TOTAL</b>		

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
<b>TOTAL</b>		

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
<b>TOTAL</b>		

## What do these results tell us?

### NOT this

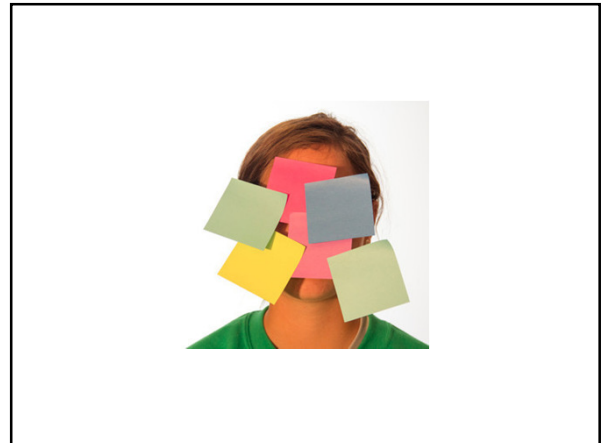
- My number is bigger
- I'm better than I used to be
- This is THE measure

### But MAYBE

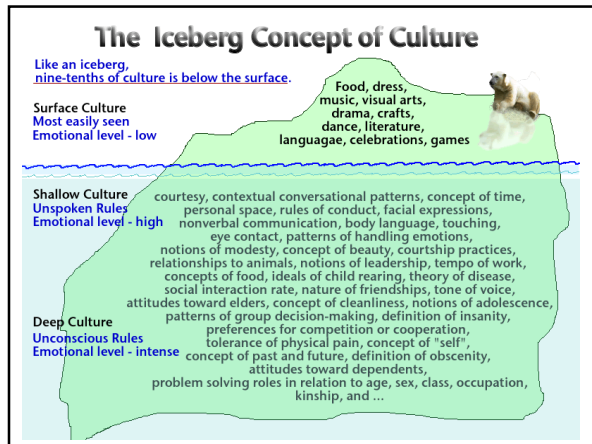

- What are some elements of CQ building?
- What types of issues, abilities, experiences, reflections does each skill area encompass?
- Where might my strengths and weaknesses be?
- Where might we improve?



## OTHER CQ BUILDING THEMES

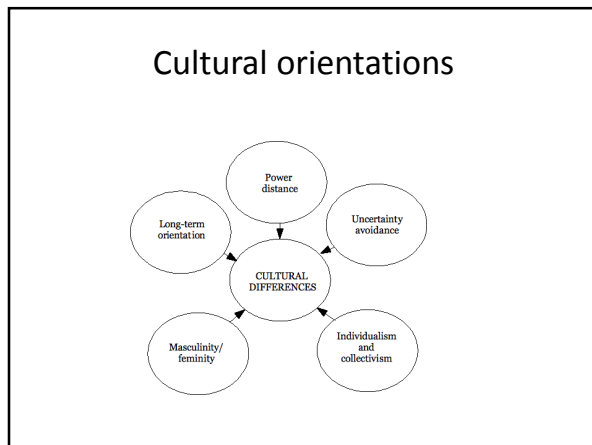



## CULTURAL ORIENTATIONS

Working Lunch  
the Culture Card Game

## ANALYZING CQ KNOWLEDGE HOW AND WHAT DO WE "KNOW"










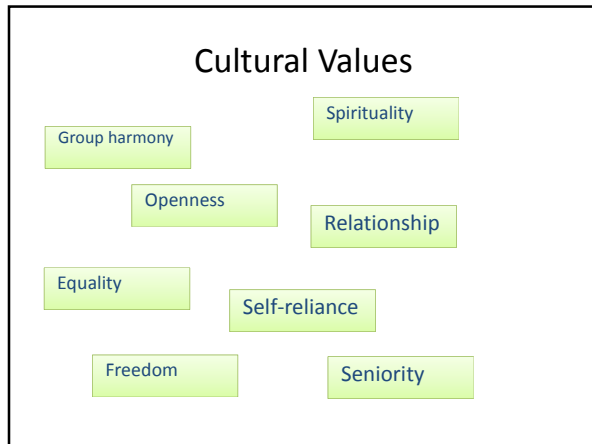
## CQ AND THE BIBLE

### Cultural Orientations

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

### CQ & the Bible

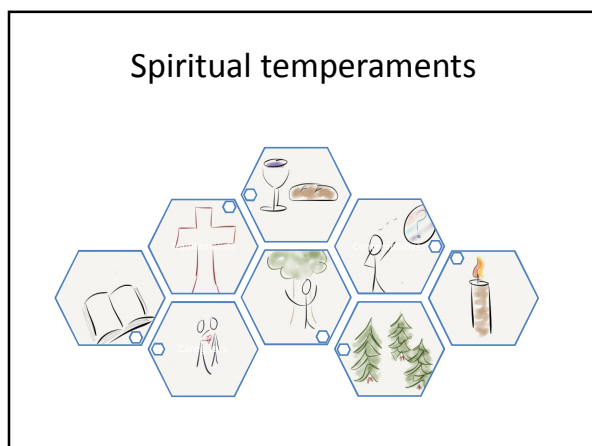
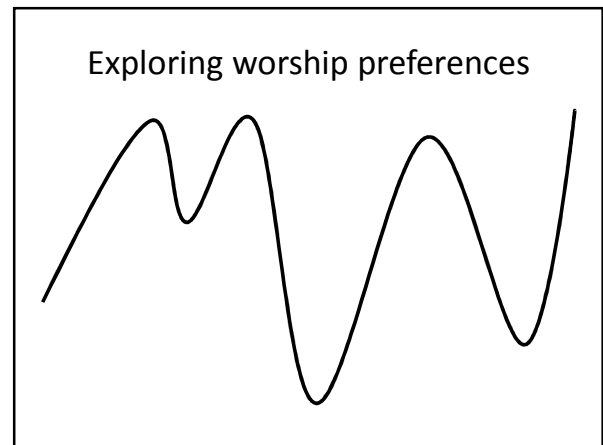
<b>Ruth</b>	<b>Daniel</b>	<b>Paul</b>
		
		



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

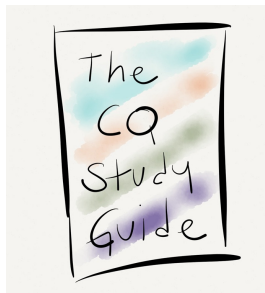
Spiritual Temperaments

## CQ AND WORSHIP



## Coming Soon ...

CQ Building  
&  
Community Building

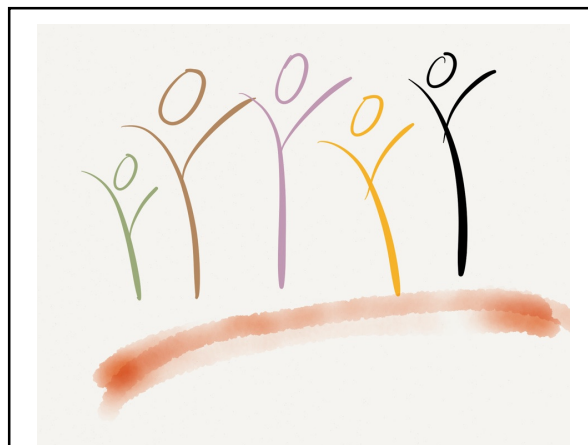


## Using CQ

- 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



