



How Cultural Intelligence Makes a Difference in Your Professional Environment

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Mutual Distrust

Different views on
confrontation

Cultural Intelligence Needed!

Contracts may mean “nothing”

Language and Communication
Barriers

Cultural Intelligence Model



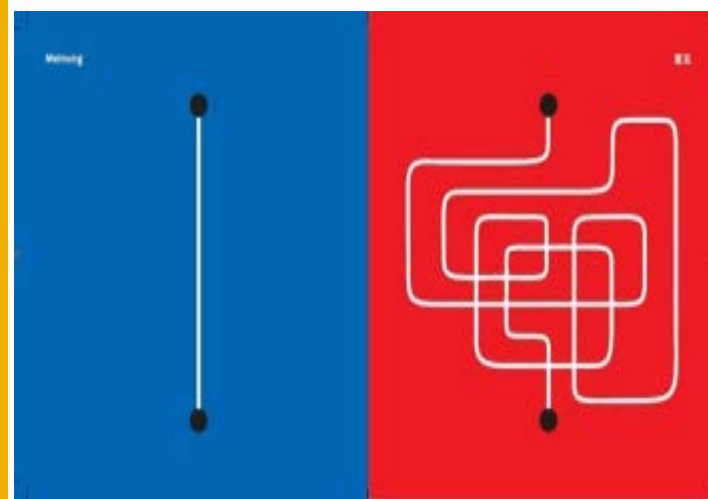
CQ Drive

CQ Drive

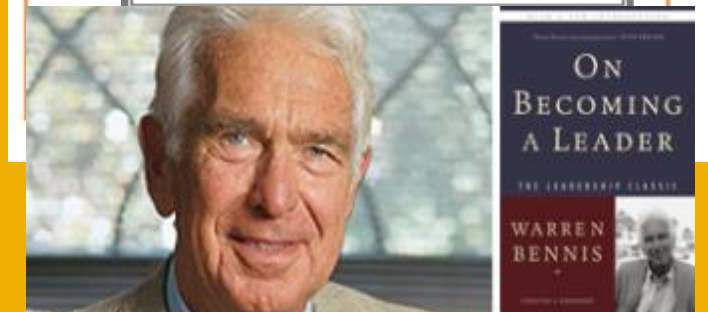
- Intrinsic Interest
- Extrinsic Interest
- Self-Efficacy



CQ Knowledge



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



CQ Strategy



- Planning
- Awareness
- Checking



CQ Strategy

CQ Action

Speech Acts
Verbal Communication
Non-Verbal Communication



CQ Action





Increased Profitability

Cost-Savings

Enhanced Performance

Increased Creativity and
Innovation

More Effective Cross-Cultural
Adaptability & Decision-Making

Cultural Intelligence Results!

Thank you!

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