

CULTURAL COMPETENCE QUESTIONNAIRE INTERPRETATION

Your Cultural Competence Questionnaire scores are made up of four sub-scales with five items in each (in this order on your questionnaire):

1. Motivation for Intercultural Interaction
2. Cultural Knowledge
3. Intercultural Strategy
4. Intercultural Interaction Behavior

Your score is calculated by assigning 1 point for every time you strongly disagreed with an item, 2 points if you slightly disagreed, 3 points if you were neutral, 4 points when you agreed, and 5 points for strong agreement. Then sum your points for each section of 5 items.

MOTIVATION FOR INTERCULTURAL INTERACTION

This is your interest in experiencing other cultures and interacting with people from different cultures. It is a measure of the magnitude and direction of energy you are likely to apply toward learning about and functioning in cross-cultural situations. It includes the intrinsic value you place on culturally diverse interactions as well as your sense of confidence that you can function effectively in settings characterized by cultural diversity.

Fill in your score for MOTIVATION FOR INTERCULTURAL INTERACTION: _____ out of 25.

People who are interested in experiencing other cultures and feel confident that they can interact with people who have different cultural backgrounds tend to be better adjusted in culturally diverse situations. The research also says that Motivation to interact with others from various cultures is more important than intelligence (IQ) or emotional intelligence (EQ) when it comes to leadership effectiveness in multicultural contexts. If you scored less than 20, please review the areas where you 'Strongly Disagree', 'Disagree' or 'Neither Agree nor Disagree', in order to identify the areas you need to strengthen.

CULTURAL KNOWLEDGE

This is your understanding of how cultures are similar to or different from your own. It reflects general knowledge structures and mental maps about cultures. It can include knowledge about economic and legal systems, norms for social interaction, religious beliefs, aesthetic values, cultural scripts, culture-diversity related values-assumptions-beliefs-expectations and languages of different cultures.

Fill in your score for CULTURAL KNOWLEDGE: _____ out of 25.

If your score is high, continue learning about yourself and others. If your score is low, you might want to use work relationships and friendships to learn about people who are different from you. Reading and traveling with the intent to increase your cultural knowledge also works, as does studying other languages. With language study you not only learn to translate words from your language to another's, you also learn about values, beliefs, and ways of thinking that others have in common with you, and that differ from yours. Remember, you can learn from whatever diversity surrounds you to increase your cultural knowledge. You need not travel overseas to do so. If you scored less than 20, please review the areas where you 'Strongly Disagree', 'Disagree' or 'Neither Agree nor Disagree', in order to identify the areas you need to strengthen.

INTERCULTURAL STRATEGY

This is how you make sense of inter-cultural experiences. It reflects the processes you use to acquire and understand cultural knowledge. This is the sense-making aspect of cultural competence. We all make judgments about our own thought processes and those of others. This area addresses how we strategize before an inter-cultural encounter, check our assumptions during an encounter, and adjust our mental maps when actual experiences differ from our expectations. It is the process of intentionally learning about, and perhaps learning to value, perspectives and world views that differ from our own.

Fill in your score for INTERCULTURAL STRATEGY: _____ out of 25.

Having a high capability to make sense of inter-cultural experiences (such as making judgments about their

own thought processes and those of others) helps you make higher quality decisions and perform at higher levels in multi-cultural work settings. So if your score is high, you are willing to use every interaction as a way to get to know and accept cultural differences. You probably do not try to over-emphasize similarities or minimize differences in a misguided attempt to avoid inter-cultural conflict. You may know how easy it is to stereotype, but you avoid stereotyping by being open to new information that challenges those stereotypes. If your score is less than 20, think about how you may be more strategic in your intercultural interactions. Review questions where you 'Strongly Disagree', 'Disagree' or 'Neither Agree nor Disagree'. These signal areas where you can strengthen your Intercultural Strategy skills.

INTERCULTURAL INTERACTION BEHAVIOR

This is your ability to adapt verbal and nonverbal behavior so it is appropriate for different cultures. It includes having a flexible repertoire of behavioral responses that are appropriate in a variety of situations.

Fill in your score for INTERCULTURAL INTERACTION BEHAVIOR: ____ out of 25.

If your score is high, you are willing and able to adapt your verbal and nonverbal behavior to fit specific cultural settings. You have a flexible repertoire of behavioral responses. Research says people with a high score for behavioral adaptation in intercultural interactions also work better (have better task performance) when they are in culturally diverse settings. They tend to adjust better in culturally diverse situations, such as when they are assigned to a diverse team, or given an expatriate assignment. Having a high score here is also the strongest predictor of your leadership effectiveness in cross-border contexts. Intercultural behavioral adaptability enhances the likelihood that you would actively engage in experiential learning and become more effective in general.

If your score is lower for intercultural behavior adaptation, look at your answers to see where you were less able or willing to adapt. Changing non-verbal behavior can be challenging because many of our behaviors are on automatic, and culture-based. But some of the behavioral adaptations are easier than others - such as pausing, slowing down and speaking clearly, avoiding the use of demeaning gestures, etc. Pick one behavior to work on and follow through by flexing that behavior in future intercultural interactions. If you scored less than 20, please review the areas where you 'Strongly Disagree', 'Disagree' or 'Neither Agree nor Disagree', in order to identify the areas you need to strengthen.



SUM YOUR SUBTOTALS FOR YOUR TOTAL CULTURAL COMPETENCE SCORE: ____ OUT OF 100.

Recent research by Ang, et. al, says that cultural intelligence/cultural competence affects your cultural judgment, decision making, and how well you do your job in multicultural settings. People with higher cultural intelligence are more effective at making decisions in multicultural work settings. Even after accounting for demographic characteristics, general cognitive ability, emotional intelligence, and openness to experience – higher cultural intelligence is correlated with better decision-making, better adjustment, more effective leadership, and better performance in multicultural environments.

If your overall cultural competence score is not high, do not fret. Cultural competence is about attitudes - feelings, thoughts and behaviors. And you can develop your cultural competence with intentional learning.