

**Emotional Intelligence**  
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**Module No # 7**  
**Lecture No # 40**  
**Emotional Intelligence for Cross Cultural Adaptability**

So once you go through, once conducting a cultural competence fees. You will get to know the overall awareness of people's their understanding about the event culture.

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## ASSESSMENT OF CQ

International Journal of Cross Cultural Management, 2015, Vol. 15(3) 259–284

Metacognitive  
Cognitive  
Motivational  
Behavioral

Are you all know that you know cross cultural competence is our multifold. This one of the article that was published in you know international journal of cross cultural management in two thousand fifteen. Here, these authors have developed a tool for cultural quotient assessment where they tried to major metacognitive quotient cognitive quotient, motivational quotient, and behavioral quotient. So let us have a look at it.

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**Measuring cultural intelligence (CQ):  
A new test of the CQ scale****Joost Bücker**  
Radboud University, The Netherlands**Olivier Furrer**  
University of Fribourg, Switzerland**Yanyan Lin**  
Radboud University, The NetherlandsInternational Journal of  
Cross Cultural Management  
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cm.sagepub.com**Abstract**

Despite an increasing number of publications on cultural intelligence (CQ), the operationalization and conceptualization of this construct demand further attention. In this replication study among 308 experienced overseas Chinese respondents, a two-dimensional structure seems to better represent the data than the original four-dimensional CQ scale. The results of the analysis identify two new dimensions: internalized cultural knowledge and effective cultural flexibility, both of which exhibit satisfactory levels of reliability and validity. A series of regression analyses also provide assessments of the construct validity of the new CQ dimensions relative to dimensions derived from

So this was the article that was published in you know cross cultural management measuring cultural intelligence I will just show you some of the items yes so these are some of the items.  
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		Model 1 <sup>a</sup>					
		MC	COG	MOT	BEH	ICK	ECF
MC1	I am conscious of the cultural knowledge I use when interacting with people with different cultural backgrounds.	0.66				0.52	
MC2	I adjust my cultural knowledge as I interact with people from a culture that is unfamiliar to me.	0.39				n.u.	
MC3	I am conscious of the cultural knowledge I apply to cross-cultural interactions.	0.85				0.75	
MC4	I check the accuracy of my cultural knowledge as I interact with people from different cultures.	0.55				n.u.	
COG1	I know the legal and economic systems of other cultures.		0.69			0.67	
COG2	I know the rules (e.g. vocabulary, grammar) of other languages.		0.51			0.52	
COG3	I know the cultural values and religious beliefs of other cultures.		0.76			0.79	
COG4	I know the marriage systems of other cultures.		0.70			0.67	
COG5	I know the arts and crafts of other cultures.		0.66			0.62	
COG6	I know the rules for expressing nonverbal behaviors in other cultures.		0.62			n.u.	
MOT1	I enjoy interacting with people from different cultures.			0.46		n.u.	
MOT2	I am confident that I can socialize with locals in a culture that is unfamiliar to me.			0.70		0.77	
MOT3	I am sure I can deal with the stresses of adjusting to a culture that is new to me.			0.65		0.65	
MOT4	I enjoy living in cultures that are unfamiliar to me.			0.46		n.u.	
MOT5	I am confident that I can get accustomed to the shopping conditions in a different culture.			0.50		n.u.	
BEH1	I change my verbal behavior (e.g. accent and tone) when a cross-cultural interaction requires it.				0.43	n.u.	
BEH2	I use pause and silence differently to suit different				0.51	0.49	

Say for example like metacognitive. You know metacognitive is nothing?  
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## FOUR TYPES OF CQ

**Metacognitive CQ** is the person's cultural consciousness and awareness of cultural cues during interactions with people from other cultural backgrounds. Ang et al. (2006) describe it as the processes people use to acquire and understand cultural knowledge. People with metacognitive CQ consciously question their own cultural assumptions, reflect on these assumptions, and then develop cultural knowledge and skills during interactions with people from other cultures (Ang and Van Dyne, 2008).

**Motivational CQ** represents a capability to direct attention and energy toward learning about and functioning in situations characterized by cultural differences. People with high motivational CQ have an intrinsic interest in cross-cultural situations and are confident of their personal cross-cultural effectiveness (Ang et al., 2007). A high score on the motivational CQ dimension reflects a high level of self-efficacy (Ng and Earley, 2006).

**Cognitive CQ** is a competence based on the knowledge of norms, practices, and conventions used in different cultural settings, acquired through education and personal experience (Ang et al., 2007; Ang and Van Dyne, 2008). It includes knowledge of the economic, legal, and social systems of different cultures as well as the value system of these cultures (Ang et al., 2007).

**Behavioral CQ** refers to the capability to exhibit appropriate verbal and nonverbal behavior when interacting with people from different cultures (Ang et al., 2006). People with high behavioral CQ behave appropriately in cross-cultural settings because of their good verbal and nonverbal communication capabilities. They also know how to use culturally appropriate words, tones, gestures, and facial expressions (Ang et al., 2007).

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So this measures what you call the cultural quotient inventory. You know cultural intelligence so it measures four aspects. One is called metacognitive quotient, this is nothing but a person's cultural consciousness and awareness of cultural cues during interaction with people from other cultural backgrounds.

You know a group of others like Ang and its colleagues two thousand six describe that it as the processes people use to acquire and understand cultural knowledge's. For examples people with metacognitive CQ or cultural intelligence, consciously question their own cultural assumptions reflect on these assumptions develop cultural knowledge and understanding during interaction with people with other culture.

So when they define. Is there any disturbances? Is there any similarities? Is there any you know short fall in their cultures? The questions, why this is it okay for my survival is it good for my societies, it is good for me, is it good for my organizations. So these are some of the questions that act as a inner dialogue within yourself, when you try to develop this type of understanding cultural understanding in conscious level the second is called cognitive CQ.

This is a competence based on knowledge of norms practices and conventions. How good are you practicing your cultural norms rules regulations and commence? I have seen you know many

psychology professor when they travel abroad I have seen they are practicing so many orthodox rituals in pertaining to you know lifestyles food habit dress pattern etc.

A person who travels to you know a country where non - vegetarian is permanently you know predominately taken by people. But I have seen people taking fruits only in life for weeks without any disgust because everything is non-veg in that country. So this kind of cognitive CQ that you know this kind of understanding gives them you knows sacred feelings. So that's why they try to practice this kind of rituals.

But it one way although it is good for their survival, the other way it restricts them. Because we often believe that when you are in a Rome behave like a Roman, however there are two other quotient what you call as cultural quotient related to motivational domain and behavioral domain. The motivational domain represents once capability to direct attention and energy towards learning about and functioning in situations called characterized by called cultural differences.

People with high motivational cultural quotients have an intrinsic interest in cross cultural situations and are confident of their personal cross cultural effectiveness. So therefore people those who are high in motivational cultural quotient are likely to adopt other cultures very fast, they will be more effective in other cultures they will be easily learning the other cultural patterns of behavior in other country or different country so this will facilitate cross cultural effectiveness.

And the fourth one is what you call the behavioral cultural intelligence or cultural quotient, with that refers to the capability to exhibit appropriate verbal and non verbal behavior when interacting with people from other cultures. This is exactly I was highlighting, this is very much important you must know how to express your emotions? How to express you non verbal languages in other culture? Whether it is appreciated in that cultures or it is encouraged in that cultures?

One needs to have this type of awareness and knowledge; otherwise a person will be misunderstood, misinterpreted. So that will create a great deal of conflict. So let us check out what this scale majors. I am conscious of the cultural knowledge. I use when interacting with people with different cultural backgrounds. So if you are scoring it high then you are measuring that you are high on metacognitive intelligence.

I adjust my cultural knowledge as I interact with people from a culture that is unfair to me. I am conscious of the cultural knowledge. I apply to cross cultural interactions. I check the accuracy of my cultural knowledge. As I interact with people from different countries, so a high score on this four items indicates you are high on your metacognitive. You know cultural quotient but when you go down and see I know the legal and economic systems of other countries.

This is pertaining to your knowledge scales competence about other countries, I know the rules, the vocabulary, the grammar of the language, that is being used here I know the cultural values and religious belief of other cultures. I know the marriage systems of other cultures, I know the art and craft of other cultures, I know the rules for expressing non verbal behaviors in other cultures, and also I know the rules and regulations walking on the street.

Because a person moving from Asian countries to western countries you will find great deal of difficulty in terms of traffic rules and regulations. So these are certain you know cognitive related abilities that facilitate cross cultural competencies. The third category is called the motivational CQ, a motivational cultural context what do you call; I enjoy interacting with from different cultures when you go to a united states you know every weekend people celebrates.

People dance with drinks but Indian, who is typical Indian from deep down village know he is very hesitant, he is happy with a cup of tea. He hates drinking. How will you know interact with these peoples? So he after sometime he will be odd one out. He has to be in organizations but a clever fellow, who is culturally or cross cultural competent will easily accommodate. He should think that I am a man now in United States not in India.

So I should adjust to these conditions as per the requirements that is the ideal ability required for cross cultural competences. I am sure I can deal with the stresses of adjusting to a culture that is new to me. So this kind of feelings that often comes, you know in individualistic culture where people often try to maintain their own privacy.

But a person from collective society is always you know like to live in the gang of others, or in the group of friends, or you know own family peoples where you know collective society people are likely to suffer, when they migrate from you know collective collectivistic cultural country to individualistic culture country but when you look into behavioral cultural quotient.

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MC3	I am conscious of the cultural knowledge I apply to cross-cultural interactions.	0.85	0.75
MC4	I check the accuracy of my cultural knowledge as I interact with people from different cultures.	0.55	n.u.
COG1	I know the legal and economic systems of other cultures.	0.69	0.67
COG2	I know the rules (e.g. vocabulary, grammar) of other languages.	0.51	0.52
COG3	I know the cultural values and religious beliefs of other cultures.	0.76	0.79
COG4	I know the marriage systems of other cultures.	0.70	0.67
COG5	I know the arts and crafts of other cultures.	0.66	0.62
COG6	I know the rules for expressing nonverbal behaviors in other cultures.	0.62	n.u.
MOT1	I enjoy interacting with people from different cultures.	0.46	n.u.
MOT2	I am confident that I can socialize with locals in a culture that is unfamiliar to me.	0.70	0.77
MOT3	I am sure I can deal with the stresses of adjusting to a culture that is new to me.	0.65	0.65
MOT4	I enjoy living in cultures that are unfamiliar to me.	0.46	n.u.
MOT5	I am confident that I can get accustomed to the shopping conditions in a different culture.	0.50	n.u.
BEH1	I change my verbal behavior (e.g. accent and tone) when a cross-cultural interaction requires it.	0.43	n.u.
BEH2	I use pause and silence differently to suit different cross-cultural situations.	0.51	0.49
BEH3	I vary the rate of my speaking when a cross-cultural situation requires it.	0.59	0.59
BEH4	I change my nonverbal behavior when a cross-cultural interaction requires it.	0.64	0.50
BEH5	I alter my facial expressions when a cross-cultural interaction requires it.	0.63	n.u.
Cronbach's $\alpha$		0.69	0.81
		0.69	0.68
		0.83	0.71

I change my verbal behavior, when a cross cultural interaction requires. So as per the demand of the situations, if you rephrase your words, if you bring change in your behavior, or in to actions and you communicate the way it is appreciated in other culture. Probably that will enhance your cross cultural effectiveness.

Say for example like I use pause silence differently to use different cross cultural situations. You know it has been seen you know in TOEFL examination when and there is another examination called ELT or something like that you know international English language test. It has been observed very frequently in India that Indians speak very fast, they are very in the spoken

English, and they speak very fast. So that is why it is always recognized that, you know you should take pause allow others to get to know what you are actually trying to convey.

So it is your communications style, should be such it will be neither too fast nor too slow. Too slow you will be also an indication of your very poor state of your intelligence. So that is why you know keeping this entire thing in mind. One should express himself well, while interacting with a person from other cultures.

I change my non-verbal behavior when a cultural situations requires it, you know too much of body movements in front of others. So creates very bad impression. So one should make use of body language minimum as minimum as possible. So that will you know reflects better side of your behavior.

I alter my facial expressions when you know cross cultural situations requires. So this how you know a high score. On these four dimensions reflects a better side of one's cross cultural quotients. So it has been seen that a person having you know cultural intelligence high level of cultural intelligence is likely to be competent across cultures

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## Cultural Competence

“A process of learning that leads to an ability to effectively respond to the challenges and opportunities posed by the presence of cultural diversity in a defined social system.”



So cultural competence, is nothing but a process of learning that leads to an ability to effectively respond to the challenges and opportunities proposed by the presence of cultural diversity in a defined social system.

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## Elements of Cultural Competence

1. Awareness of one's own culture
2. Understanding the dynamics of difference
3. Awareness and acceptance of difference
4. Development and application of cultural knowledge
5. Celebration of diversity

So these are some of the elements of you know cultural competence awareness of one's own culture. How much you know about a culture Japanese culture, Chinese culture, as an Indian? How much you know about American culture? How much you know about South American culture or Latin Americans culture understanding the dynamics of difference.

What is causing different or creating difference between you and the person from other cultures? You need to understand cross culture competence also helps a person to develop awareness and acceptance of differences. Can you interact with a person who is a non vegetarian? You being a vegetarian first or do you have some hard within yourself. I have seen people cannot take their food in front of non vegetarian.

So they are so much rigid about their practices and lifestyles. Number four development and applications of cultural knowledge. This is also another competence of cross cultural norms and skills celebration of diversity. Are you ready to celebrate other culture in terms of rituals, social customs, marriage systems, religion? You are a Hindu can you go to a mosque and pray god you



are a Muslim can you go to Christian? Can you go to church to embrace Christianity? So this kind of you knows flexibility always brings in change and develop cross cultural adaptability.

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## Cultural Competence

“To be culturally competent doesn’t mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for cultural differences and are eager to learn, and willing to accept that there are many ways of viewing the world.”

Cultural competence also you know has been described as to be culturally competent, does not mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for other culture and you have a good understanding of similarity and differences in others. And you are eager to learn you are eager to bring change in yourself. So that is the most important competency in the framework of cross cultural competency and how much you are willing to accept and that are many ways in viewing the world that is very important.

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Quick Self-Check Using the Cultural Competence Continuum	
What Stage Are You In?	Characteristics
RED	attitudes, behaviors, values, and practices that are destructive to a cultural group
ORANGE	lack of skill and knowledge to respond effectively to the needs, interests and preferences of culturally and linguistically diverse groups
YELLOW	beliefs and practices that support viewing and treating all people as the same
GREEN	level of awareness about your strengths and areas for growth to respond effectively to culturally and linguistically diverse populations
BLUE	has acceptance and respect for differences
PURPLE	holds culture in high esteem

So these are some of your known quick tips for checking your cross-cultural continuum. Suppose you are a beginner, you are in the red light area, what you call that this is your attitudes, your behavior, values, and practices. They are completely at a freeze stage, you can say and you know then where you are feeling threatened by other cultures. You are restricted like you know in Hindu-Muslim fight, intergroup fight between Hindu and Muslim.

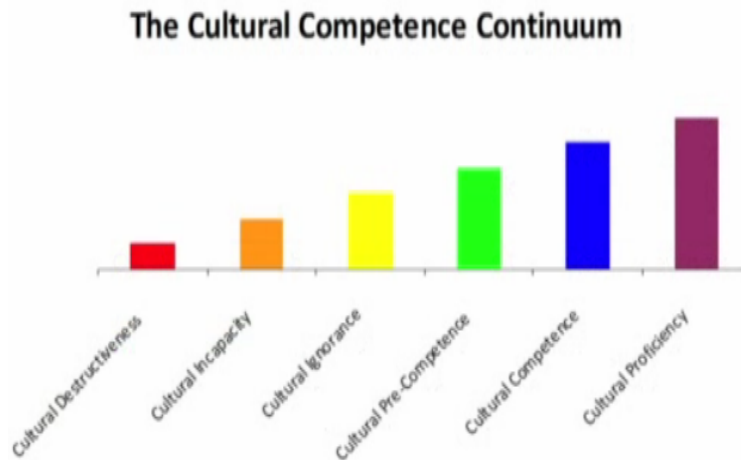
So that means you are at the red light area, now with the education and training you realize orange is you know lack of you are open to experience. But you do not have the required skills and knowledge so therefore you lack of skills and knowledge to respond effectively to the needs, interests, and preferences of culturally and linguistically diverse groups. Then when you move on and educate yourself you will reach at a stage that is what you call yellow.

So this is a stage where you develop you change beliefs and practices and that support viewing and reading all the people, the same then after you start telling others all human beings are equal, there is only one religion, religion that is humanity. There is only one race that is humanity, there is only one ethnicity that is humanity.

So there you reach on a level that is called green. This is a level that embraces others; you have a full awareness about your strengths and areas for growth to respond effectively to culturally and linguistically diverse populations. So now you are ready to respond to the global diversity. So

therefore you can accept the differences that are you observe in other culture and you can respect them. And the purple is that, now you are ready to embrace the whole world. You holds a culture in high esteem every culture is good you know it is the way you look at that is very important that is you know to competency.

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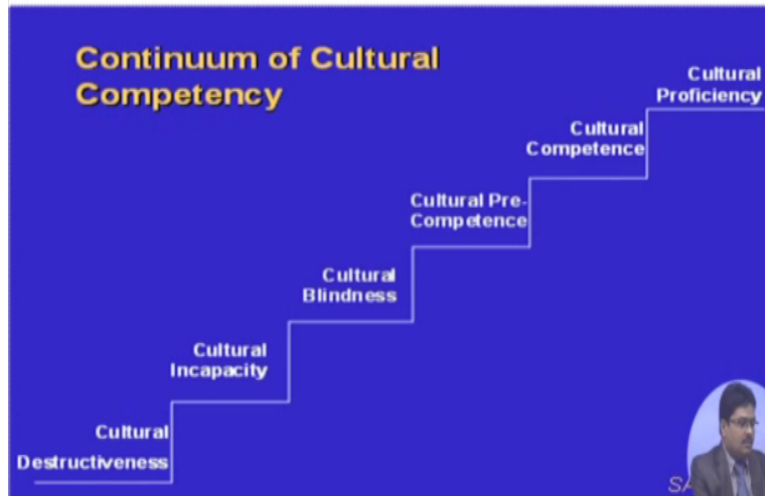
Cross, Bazron, Dennis & Isaacs, 1989

In the cross cultural framework, this is how a person moves from growing himself. Initially you are very rigid and you do not accept other culture you are very disruptive, then there are you know you are cultural capability is very less. You are too much ignore about other culture and then you start learning about you reach at the culturally pre - competent stage.

Then after developing awareness, you are now ready to embrace others that is called the cultural competence and this is a cultural proficiency .You practicing, you are accommodating other cultures, this how the framework you know cultural competence continuum goes on.

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## PATH TO CULTURAL COMPETENCY



So this is how when you grow up and develop your awareness about other religions, other culture and other races then you develop your cultural competence framework.

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## CULTURAL DESTRUCTIVENESS

Actively participates in purposeful attacks on other cultures. Attitudes, policies and practices are destructive to cultures and individuals within the cultures, e.g., depriving gay or lesbian clients access to quality care.

The cultural destructiveness are these are you know actively participates in purposeful attacks on other cultures, like you know Bhajrangi Dhal. They go and attack Mc Donald's during you know the celebration of lover's day or father's day or mother's day so people the custodian of Indian culture they feel threatened. This is a cultural pollution to India that is why they think like this. But there is nothing like this, the moment you feel that that is also a kind of rituals in other cultures and that brings closer people then your attitude will be change.

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## CULTURAL INCAPACITY

Lacking the capacity to help individuals from other cultures. These individuals are extremely biased, may believe in race superiority of the dominant group or act paternalistic towards Minorities.

Then cultural incapacity lacking the capacity to help individual from other cultures you are unable to create a place for other culture then cultural ignorance prospective.

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## CULTURAL IGNORANCE

The perspective that color or culture makes no difference whatsoever, if the system works as it should, all people, regardless of race or ethnicity, shall be served with equal effectiveness, e.g., ignoring the individual differences of your community or prevention activities, and treating them all the same.

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## CULTURAL PRECOMPETENCE

Awareness of one's limitations in serving persons of diversity and making small steps to improve on some level, e.g., asking a colleague or client about their culture in effort to acquire cultural knowledge and sensitivity.

That color or culture makes no difference whatsoever, you may be black I may be white, you may be Hindu I may be Muslim, it hardly matters by creating a society. Cultural pre-competence awareness of one's limitations in serving persons diversity so you need that nobody is perfect in this world; no society is bad in this world. So we should be embracing each other limitations and strength and weaknesses.

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## CULTURAL COMPETENCE

Accepting and respecting differences among and within different cultures. Continuously assessing one's behavior to ensure it is congruent with culturally competent practices. Expanding one's knowledge, resources and services in order to better meet the needs of different racial and ethnic groups.

Cultural competence is accepting and respecting differences among and within different cultures. Even in India being one of the most multi - cultural country. There are different society existing

within it and there are variations. But we embrace each other's the moment we accept each other's we call that there is unity in diversity.

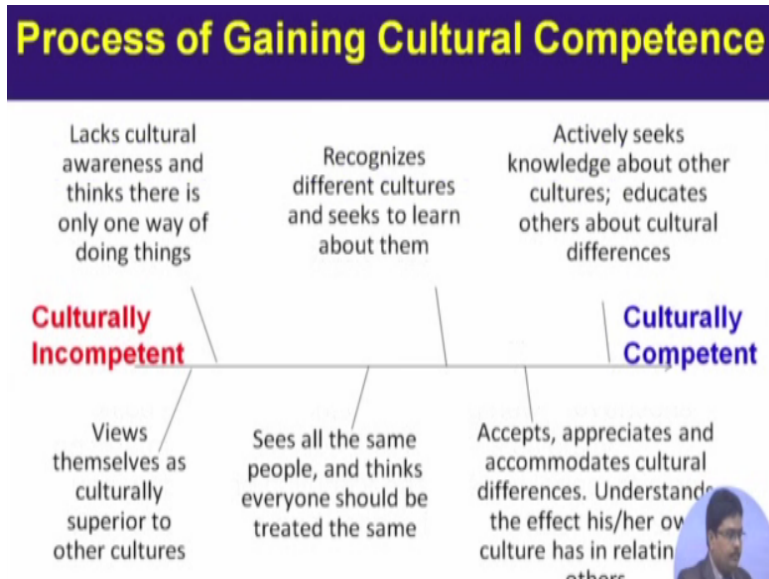
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## CULTURAL PROFICIENCY

Taking a proactive approach towards cultural competency to move it forward on a systemic level. The advanced level specializes in cultural competency and these individuals are often involved in multicultural research, developing new preventions and treatment modalities that address diversity issues, publishing culturally-based knowledge, raising society awareness and sensitivity to cultural issues.

This is so that is why India is known for its diversity even if we are diverse in our culture we live as one Indian in terms of our unity. So that is where you display a cultural proficiency taking a proactive approach towards a cross cultural competency.

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This is a process of gaining cross cultural competence from lack of cultural awareness to actively seeking knowledge about other culture. Educate others about cultural differences, so when you



educate others about cultural differences you accept appreciate and may accommodate other cultural differences.

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## Reflections....

- Now, thinking about where you fall on this continuum, what is ONE thing you can do to move along the continuum towards cultural proficiency?
- Where does the agency fall on this continuum?
- How can everyone work together to move the agency along the continuum towards cultural proficiency?



That is where you can merge one culture with other culture. So the reflection is here the now think about where you fall on this continuum. What is one thing you can do to move about or more along the continuum towards cultural proficiency? Once you go back and check it this framework where you stand exactly and what needs to be done. are you in destructive phase or cultural blind state?

Competent state accordingly you can embrace others so reflections should also know where the agency falls on this continuum. How much or how can everyone work together to move the agency along the continuum towards cultural proficiency.

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## We all need Cultural Competence

- Everyone will work with people outside their own cultural groups; so they must be able to learn about, relate to, and communicate with people who are different from themselves
- To build trust and rapport
- To be able to work effectively



We all need cultural competence being from different culture, being from one culture. So everyone will work with people outside their own cultural groups. So they must be able to learn about relate to communicate with people who are different from themselves. So that is why they are you will find in all MNC in all multinational companies.

There is one canteen one common room because people can meet each other people can interact with each other. And they can share with each other, so although foods are varieties but place is same and this common place that brings them closer to know about each other and that build trust and rapport each other. That enables them to work together effectively so that is the prospective of prospect of competence.

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## Key Elements of Culturally Competent Organizations and their Staff

- ✓ Value diversity
- ✓ Assess themselves
- ✓ Manage the dynamics of difference
- ✓ Acquire and institutionalize cultural knowledge
- ✓ Adapt to diversity and the cultural contexts of individuals and communities served



So the key elements of cultural competence organization and their staff are their value, diversity, assess themselves, manage the dynamics of difference acquire and institutionalize cultural knowledge. Adapt to diversity and the cultural contexts of individuals and communities served. So say for examples I am an Indian but if I think that if I learn Japanese that will be an added advantage to me. I should embrace it I should learn it but if I put a full stop no it is not going to help me anyway. I will be in trouble when I travel to Japan so that is how one should embrace. (Refer Slide Time: 22:19)

## Exploring Strategies to Enhance Cultural Competence so...

***Together, we can make America —Better, Safer and greater, Hillary Clinton (US Presidential Campaign Speech, 2016)***

Celebrate what works!

What does your agency do or

What do you do to effectively work with and serve the diverse groups in your community?



Other cultures this is a popular, how one can explore strategies to enhance cross - cultural competence. So this is a popular slogan during the US presidential campaign speeches by you know Hillary Clinton together. We can make America better safer and greater. So together what

do you mean by together that summarizes everything lets come and embrace each other. So that was just countering the speech of Donald Trump even if she was defeated but that created lot of appreciation all across the all over the globe.

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## Enhancing Cultural Competence

[http://nccc.georgetown.edu/projects/sids/dvd/view\\_online/p4a.html](http://nccc.georgetown.edu/projects/sids/dvd/view_online/p4a.html)

So now the question is enhancing cross cultural competence. So this is a you know this is site you can get the slice of the cross cultural competence of framework.

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### Enhancing Cultural Competence at the Organizational Level

**Organizational Values:** An organization's perspective and attitudes with respect to the worth and importance of cultural competence, and its commitment to provide culturally competent care.

**Governance:** The goal-setting, policy-making, and other oversight vehicles an organization uses to help ensure the delivery of culturally competent care.

**Planning and Monitoring/Evaluation:** The mechanisms and processes used to guide cultural competence planning; and the systems and activities in place to track and assess an organization's level of cultural competence.

**Communication:** The exchange of information between the organization/providers and the clients/population, and internally among staff ways that promote cultural competence.



Through this video so one can enhance cross cultural competences of its organizations by nurturing. You know cross cultural values governance it is can be nurtured to good governance by goal setting policy making your rules and regulations should be such that accommodate

people from across culture. It should be a place for diverse culture background there should not be any show off you knows any issues of you know conflict related to ethnicity race religion language etc.

Planning and monitoring mechanism and process used to guide cultural competence, planning system activity in place to track the changes that is happening and at different level of cultural competence, communication the exchange of information between the organizations should be clearly communicated and internally among staff ways that promote cultural competence.

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## Ensuring Cultural Competence at the Organizational Level

**Staff Development:** An organization's efforts to ensure staff and other service providers have the requisite attitudes, knowledge and skills for delivering culturally-competent services.

**Organizational Infrastructure:** The organizational resources required to deliver or facilitate delivery of culturally-competent services.

**Services/Interventions:** The degree to which the organization delivers services in a culturally competent manner.

So whether it is a health organizations, manufacturing organizations or a telecom organizations. So the development plan should start with a bottom line. Start development program then creating organizational infrastructure and services or interventions. So the degree to which organizations delivers services in a culturally competent manner.

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## Leading with Cultural Intelligence (CQ)

- Read (i.e., local paper when you travel)
- Go to the movies / museum
- Eat out
- Learn a new language
- Attend cultural celebrations
- Find a cultural coach
- Visit a temple, mosque, church
- Consume a variety of news sources
- Look for culture
- Join a multicultural group
- Take a class
- Create a faith club

*D. Livermore. 2010*



So these are some of the tips leading with cultural intelligence. If you read local newspaper then you will get to know what is happening nearby. So that is very much important go to the movies and museum knows about the cultural patterns of your country. Eat out in Mc Donald's, KFC you will get to know what is happening in your area or you go to china town, you know china town you will get Chinese foods Chinese other items.

So that is how we enhance our capacity and awareness about other cultures. Learn a new language attend cultural celebrations, find a cultural coach this is the most best way who can guide you, visit a temple mosque and church .You will get to know more about what is happening in their culture consume a variety of new sources new dress new force new other items etc.

Join a multicultural group this is you know the nowadays you know in different countries there are (()) (25:36) they are community people from different culture, be a member of that, get to know about people take a class in other culture, you will interact with students, you will get to know more about them. Create a faith in club, then you can enhance the level of trust. These are some of the you know points that one must look into for enhancing cultural intelligence the lessons learned in that.

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## Lessons Learned

### *Cultural Competence = Relationship Building*

- **INDIVIDUAL** - Get to know yourself (worldview, values, cultural identities) so you can better explore the uniqueness of others
- **ORGANIZATION** - Get to know your community (traditions, cultures, norms, practices, beliefs) so your agency can be more in tune with their assets & needs
- **SYSTEMS** – Get to know your agency (culture, mission, values, staff, services, policies, practices, philosophies) so you can better serve the community

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## Need for Cross-Cultural Education

- Cross-cultural education is a key intervention strategy in reducing conflicts and disparities
  - Research studies have demonstrated its effectiveness on Intergroup conflicts, workplace violence, prejudice and discrimination
- Three Primary Approaches
  - **Address attitudes:** cultural sensitivity, awareness, approach
  - **Increase knowledge:** multicultural/categorical approach
  - **Develop skills:** cross-cultural approach

Cultural competence can build relationship building. So therefore there is need for cross cultural educations. So the cross cultural competence can be developed through our education or academic interactions. Cross cultural education is a key intervention strategy in reducing conflicts and disparities. Once to address the issue of attitudes, cultural sensitivity, and awareness approach and once you increase the knowledge of multicultural and categorical approach this categorical approach actually gives rise to class and caste conflicts.

So once you remove that barrier probably that will create a common platform for cross cultural interactions then develop skills to cross cultural approach. You know like developing, you know knowing about other language, religion, ethnicity, learning other languages. So this is how knowing about know the rules regulations governance of other countries. You know you cross cultural intelligence so this is how gradually you build up your skills to enhance.

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## Three Models

- Cultural competence: The level of a provider's knowledge, attitude, and skills about cultural values and health-related beliefs, disease incidence and prevalence, and treatment efficacy for diverse cultural groups.
- Cross-cultural efficacy: Providers learn how their own culture and behaviors can impact others of different cultures, and understand how patients' culturally-based behaviors may impact the provider.
- Cultural humility: Provider engages in regular self-evaluation and self-critique. Goal is to developed power-balanced relationships with patients of different cultures.

Cross cultural competence so cultural intelligence is dependent on more mainly three aspects cultural competence, cross cultural efficacy and cultural humility. Cultural competence is you knowledge attitude and skills about other cultures or in related to health related to beliefs administrations governance treatments and other cultures.

Cross cultural efficacy means providers or administrative, learns how their own culture understands a new patients called in case of health related organizations, cultural based behaviors are important. And humility you know daily verse are based on their path that is what you call humility. So humility is the best quality that can enhance one cross cultural effectiveness across culture.

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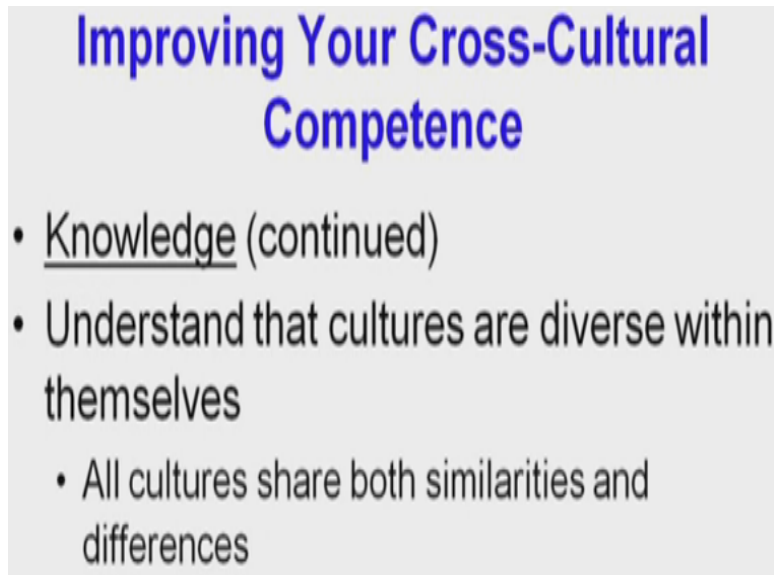


## Improving Your Cross-Cultural Competence

- Knowledge
- General
  - For the specific populations you work with, become knowledgeable of:
    - cultural beliefs
    - behaviors and common practices
    - attitudes toward healthcare and health-seeking behaviors
- Specific
  - By inquiring, learn the specific preferences of individual patients and families you serve

And in addition to that these are some of the tips that been noted. Here that you are you need develop cultural beliefs, behaviors and common practices attitude towards different systems specific in terms of inquiring learning the specific preferences of individuals what work better for people in.

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Improving Your Cross-Cultural Competence

- Knowledge (continued)
- Understand that cultures are diverse within themselves
  - All cultures share both similarities and differences

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## Improving Your Cross-Cultural Competence

- Attitudes
- Self-Reflection
  - Enhance self-awareness of your own attitudes and beliefs in order to minimize the influence of stereotypes on your practice
  - Become aware of possible feelings of anger toward perceived preferences, guilt about disparities, denial of differences, or tendency to blame the victim. These are not unusual attitudes.
    - Discuss your attitudes in a non-judgmental context and seek to understand them

Other cultures understand that cultures are diverse within themselves. And most important is self reflection. Enhance self awareness of your own attitudes, beliefs in order to minimize the influence of stereotypes on your practices.

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## Improving Your Cross-Cultural Competence

- Skills
  - Learn to ask appropriate questions about race, ethnicity, family, religion, relationships, immigration experiences, social support, healthcare beliefs, & health-seeking behaviors
  - Become proficient in the use of language interpreters
  - Extend cultural competence skills to working as a member of a healthcare team comprised of different health professions

Skills you learn as appropriate questions about race ethnicity family religion so that you will get to know more about others.

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## Improving Your Cross-Cultural Competence

- Extend cultural competence to your work as a member of organization
- Multiple types of diversity among workers
  - Workers type diversity: Engineers, Scientists, Doctors, Managers, physicians, nurse practitioners, physician assistants, registered nurses, licensed practical nurses, medical assistants, social workers, psychologists, Administrative staffs, security personnel's, blue collar workers etc.
  - Religious, Racial and ethnic diversity
  - Diversity in age, gender, sexual orientation, disability status, socio-economic status, indigenous heritage, national origin

So extend cultural competence to your work, as a member of organizations, religious, racial and ethnic diversity in terms of age gender sexual orientation disability socio economic status. This will enrich once knowledge and skills to facilitate

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**Any Questions ?**  
**or**  
**Comments.....**

Once cross cultural competences if you have any questions you can ask thank you very much these are some of the assignments one can do.

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## **Assignments**

- What do you know about your cultural background?
- Identify the cultural issues that influence your feeling , thinking and actions?
- How can you develop cultural competence?
- What is the need of Cross-cultural competencies in today's world?
- Where do you place emotional intelligence in the framework of cross-cultural adaptability?

What do you know about your cultural background? Identify the cultural issues that influence feelings thinking and actions? How can you develop cross cultural competence? What is the need of cross cultural competence in today's world? Where do you place emotional intelligence in the framework of cross cultural adaptability? That is all thank you very much.