

station tagging

- on a post-it note, write a fun fact or something you want people to know about you – something they do not guess when they meet you
- on a second post-it note, write something people assume about you when they first see or meet you; stick it on top of the first post-it note
- introduce yourself in the chat window, first with what people assume about you and then what you want people to know about you that isn't obvious, so we can explore how you have tagged yourself



building CQQ

fostering
our
cultural
intelligence

Marla J. Ehlers
PLA webinar, April 4, 2019



about librarians

- librarians are spinsters
- librarians are puritanical, punitive, unattractive, and introverted
- they wear buns, spectacles, and sensible shoes
- their favorite word is “shhhhhh”
- librarians are sexy



the
truth
factor



how

is this for
true Americansⁱⁿ

general?

- 5 = true of most Americans; very understandable; true lots of the time
- 4 = true of a lot of Americans; understandable generalization; true some of the time
- 3 = sitting on the fence, you just don't know
- 2 = true for a small portion of Americans; not lots of real evidence to support
- 1 = barely true of any; no good evidence



how
true me
is this for

personally?

5 = true lots of the time

4 = true some of the time

3 = sitting on the fence, you just don't know

2 = true only occasionally

1 = not true



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about librarians

Good librarians are natural intelligence operatives. They possess all of the skills and characteristics required for that work: curiosity, wide-ranging knowledge, good memories, organization and analytical aptitude, and discretion.



me personally about

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Americans about

they have a short
attention span

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Americans about

with their double
whopper and extra
fries, they have a
large diet coke

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Americans about

they are really patriotic
and do not understand
when others are not

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Americans about

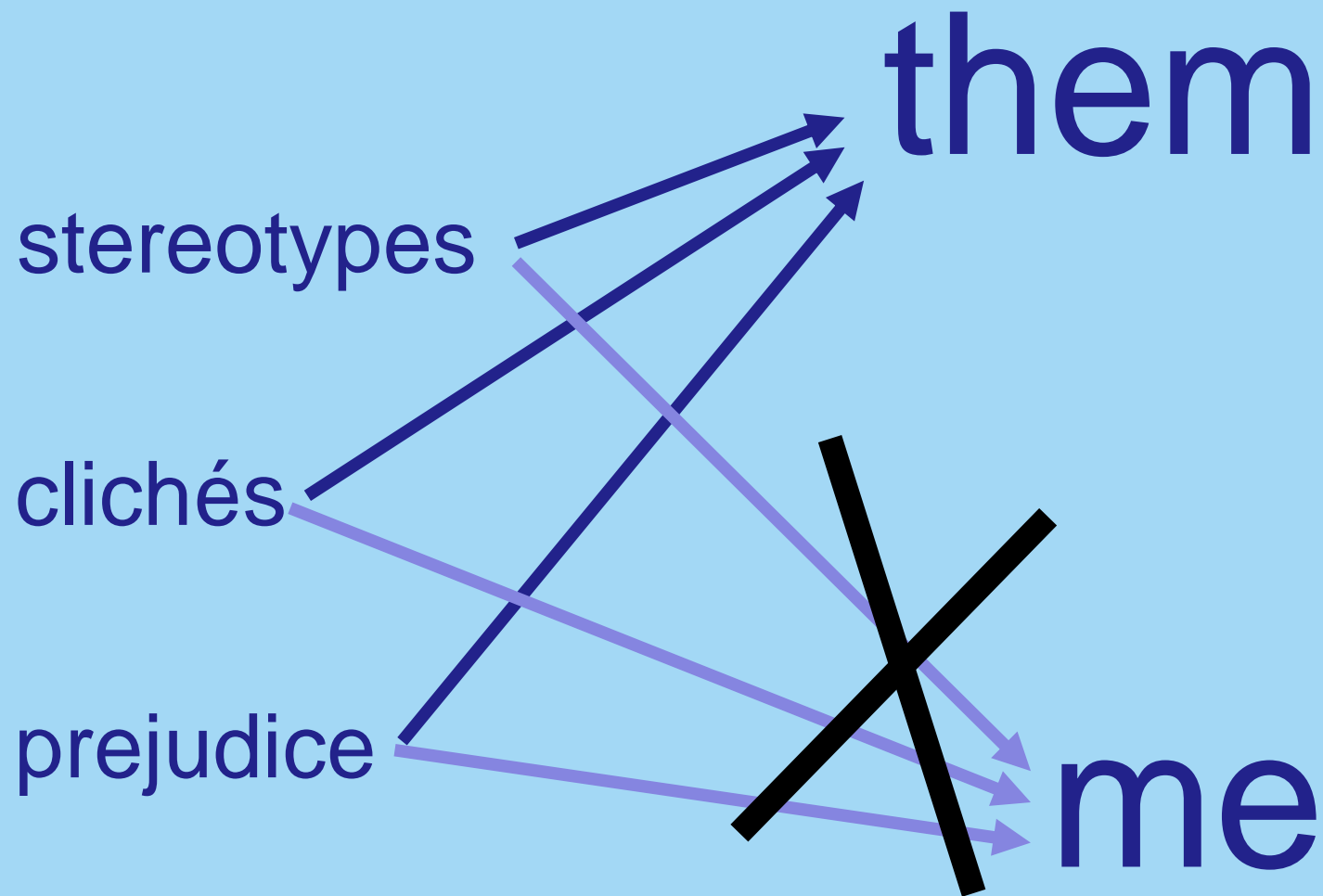
they even drink their
milk with ice

- 5 = true lots of the time
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you just don't know
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the
truth
factor





about stereotypes

a recognizable set of characteristics assigned to a whole group

are based on a mix of myth, anecdote, and limited (unreflective) experience

are perpetuated through media, jokes, anecdotes

we generally believe that stereotypes are fairly true of the group, but never apply to me, the individual

so if a stereotype does not apply to any individual, how can it describe a group?



stereotypes

what types of evidence are stereotypes based on?

how is truth or evidence or anecdote distorted into a stereotype?

what causes a stereotype to be perpetuated or retained?

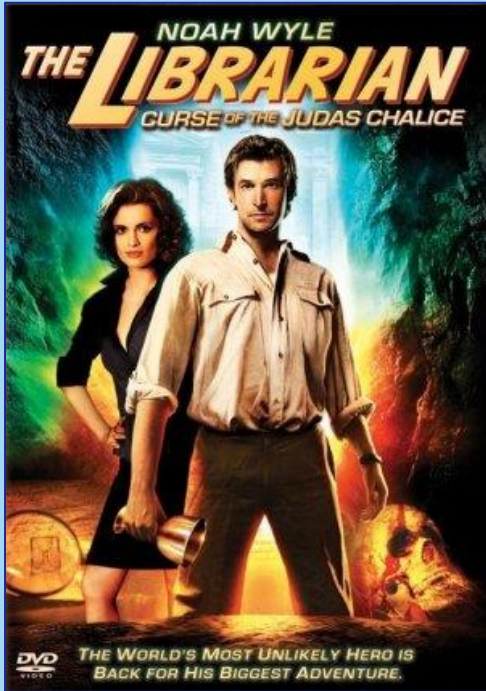
what are the disadvantages of accepting stereotypes as truth?

how can we better understand the truths or untruths of stereotypes?

collecting insights

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admit and recognize our stereotypes for what they are

let each person be an individual; purposely remove the automatic labels we put on him or her

when we interact with people, do not assume they associate themselves with the groups we might assign them to based on appearance

collecting insights

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what is

CQ?

The ability to engage effectively across cultural boundaries, including national, ethnic, and organizational boundaries

David Livermore - *The Cultural Intelligence (CQ) Difference*
<https://youtu.be/x2C7Mfft9OY>



interpretation and strategies

interpret cues, manage situations

knowledge

know about cultures
and cultural
differences



behavior

act respectfully, be
flexible

motivation

persevere, be aware
of perspectives

driving CQ principles

CQ building is a life-long journey and all 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 our diverse world

building our CQ enables us to embrace the other more fully, even as we understand what it means for the other to embrace us



why
care

about

CCQ



hot terms

cultural
transcultural
cross-cultural
international
multicultural
intercultural
global
diversity

communication
competence
intelligence
sensitivity
- ism
training
awareness
skills
citizenship



CQ is not

a vaccine against making mistakes in how we interact across cultures

an endstate

developing a list of “dos” and “don’ts”

CQ is

a set of transferable skills we can continue to improve

a way of understanding, assessing, and reflecting on where we are in our ability to engage across cultural boundaries

changing how we think about issues of diversity, racism, culture, and identity



along the journey . . .

new perspectives on our self and our own identities

new consideration of others and their perspectives

embracing of life-long culture learning

enthusiasm for venturing across cultural lines and
engaging with cultures other than our own

engaging in our world in better, more
culturally intelligent ways



my CQ

interpretation and strategies

interpret cues, manage situations

knowledge

know about cultures and
cultural differences



behavior

act respectfully,
be flexible

motivation

persevere, be aware
of perspectives

overview page 3

self-assessment page 4



CQ knowledge

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.

CQ motivation

I enjoy interacting with people from different cultures and subcultures.

CQ interpretation and strategy

I am conscious of the cultural knowledge I use when interacting with people from different cultural backgrounds.

CQ behavior

I am able and willing to adjust my verbal behaviors (tone, volume, the use of silence, rate of speaking) based on observations of others' interactions.



my
CQ
self-assessment

what do you find?

what does this really tell us?

personal goal page 1



story

sincerely
talking with
others and
reflecting on
your CQ journey

page 9



mother tongue

Taiwanese was my nursemaid
Chinese a possessive hated aunt
but English is my mother
not a surrogate
not a foster mother
not an adopted mother
She is my only mother
birthing my thought
shaping my me
She remains my mother
no matter how often you ask me how I came to know her
or how often you compliment me on my almost
perfect English

mother tongue

- do we understand what happened and why?
- why is this story poignant or interesting?
- what can we learn from it?
- what sort of knowledge would have been helpful?
- what were the likely motivations?
- was a mis-interpretation part of the gap?
- how can we act, react, or behave culturally intelligently in similar situations?

collecting insights

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what are
claimed to be the
most important values
in your country?
ranking
values

what are the
most important
values
for you personally?

spirituality
openness
equality
relationship
self-reliance
group harmony
freedom
wild card

results

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collecting insights

page 15



pulling
things
together

resources
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action plan
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Q & A

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