Action Plan

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Cultural intelligence is the aptitude of individuals to work efficiently with people from diverse cultures and backgrounds. The recent trend in the business world has been changing due to the culturally diverse environments and organizations are working on improving the professional settings. There is an increase demand in the businesses and corporations to provide culturally intelligent education to the employees so that they can communicate in much better ways with the culturally different individuals and cultivate peer relationships. Such a positive attitude can help the businesses progress and bring in variations that can eventually result in improved performance. Individuals with high cultural intelligence can work efficiently in an unknown cultural setting but they turn around quite well because of their knowledge in the all the dimensions of the cultural capabilities. They are able to observe, commiserate and make relationships with the people without even speaking in their language. It assists the employers to remove the biases and wrong assumptions while motivating the employees to get comfortable in new environments where people have come from all over the world.

My CQ assessment revealed that I scored significantly low in knowledge around values and norms and business cultural intelligence. Values and norms are deeply rooted in culture and they define one's attitude and ways of interacting with people from diverse cultures. The cultural values and norms subconsciously guide our behavior and opinions and eventually influence everything that occurs in any organization. Similarly, knowledge about business cultural intelligence is as important to adapt well to any multi-cultural firm. In a much diverse cultural organization, we see segregation based on nationalities or sometimes religion. The knowledge about ethnicities, cultural values and differences influence the potential growth of a business (LIMBU, 2019).

**Table 1: Weakness in the Cultural Intelligence Assessment**

|  |  |  |
| --- | --- | --- |
| Low Score CQ- Capabilities | Low Score Sub-dimensions | Weakness |
| CQ- Knowledge | Interpersonal Knowledge | Lack of knowledge around values, norms, social interactions, religious and cultural beliefs in a multicultural environment |
| CQ- Knowledge | Business Knowledge | Lack of knowledge around business related matters especially in the economic and legal systems with any culturally diverse business setting |

**Cultural Intelligence Action Plan**

Cultural intelligence assessment can be utilized in order to devise an action plan that can help leverage the strengths. It is imperative to reflect on oneself and identify the strengths and how they have a positive impact on the work place and personal performance. It is hypothesized that cultural diversity has a significant impact on business effectiveness more than it is mentioned in the research studies. Our cultural backgrounds and values influence our thinking, actions, and interactions. The proportion of success and failure depends on the degree of understanding the variations and their reason. It is imperious to plan and make strategies to analyze personal interactions. A good way is to collaborate with fellow employees and explore their norms and values. In a business setting, it is important to analyze how management and employees interact with each other. One should always remember while interacting with people from different cultures to talk about their language, country, common traditions, economy, religious outlook, how they interact physically, how they greet each other etcetera (Alon et al., 2018).

CQ knowledge provides an opportunity to all people within a workforce to identify when and how specific cultural values influence an individual's thinking and behavioral pattern. To remove these flaws, it is important to learn that all cultures have different economic, legal, business and political systems. The pattern of production, services and governing inside a business vary nation to nation. The integration of all domains of CQ assessment is a valuable and efficient phenomenon for adapting in multi-cultural environments.

**Table 2: Cultural Intelligence Action Plan**

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| --- | --- |
| Acquire | Acquire culturally intelligent education about business and values and norms of different cultures. |
| Build | Building the new knowledge should be done along with identification and implementation of personal skills. |
| Contemplate | Plan the improvement plan by observation and taking assessments. |
| Action | By identifying the strengths and weaknesses, certain traits can be applied in the work force. |

Understanding of Cultural Intelligence in business is very important as business knowledge is significant not only for the people related to the field of business but also for those who have a weak understanding of the beliefs, values, and attitudes of others. An individual with a high CQ knowledge can easily have a good understanding of various systems present in several cultures whereas the cultural understanding of an individual with low CQ business understanding is limited. Business knowledge in Cultural Intelligence can be improved by studying and understanding a culture and carefully observing the attitudes and customs of people in that culture. A close study of communication styles, gestures and language, eye contact, and interaction with other people should be done. Conducting detailed internet searches about their culture and ethics would provide useful information that can increase the CQ knowledge about business. The global collaboration is becoming really important due to the increased connectivity between all organizations and companies across the globe.

Understanding CQ in business needs a proper training for the workers according to their skills and experience. It enables to interact with people having distinct beliefs and attitudes at workplace. The employers or leaders need to have proper coaching sessions for workers so that they can adapt to the environment and improve their CQ. Enhancement of CQ both individually and broadly helps to ensure that the business makes numerous benefits. Moreover, it boosts the corporate reputation and increases compassion among the colleagues. People should be trained to deal with the unexpected behaviors of other and differences in the working methods of colleagues who come from separate and distinct cultural backgrounds. The development of behavior patterns and language in a business setting can lead to benefits and better opportunities for problem-solving.

**References**

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