Cultural Intelligence Toolkit

By Ritika Wadhwa and Vicki Haverson





GatenbySanderson kicked off national inclusion week by hosting a rich and insightful online webinar. Additional resources and links can be found on the last page.

Below are the key takeaways:

- Cultural Intelligence (CQ) is the natural evolution from the well-established notions of Intelligence Quotient (IQ) and Emotional Intelligence (EQ).
- Understanding, embracing difference as a strength within teams, and leading with a level of curiosity is key to set yourself up for success and career progression.
- CQ is increasingly important if you want to harness diversity and gain a competitive advantage in a diverse, divided and digital world.
- When you get CQ right, there's a much bigger chance of you being the kind of leader that can foster, align, and engaged teams that are much more likely to achieve high performance.



Webinar speakers



Ritika Wadhwa,

CEO, Prabhaav Global

Ritika delivered a seminar on Cultural Intelligence (CQ) and its significance in fostering innovation, collaboration, and inclusion. A topic that is increasingly crucial in our interconnected world and across the public, education, and not-for-profit sectors.



Vicki Haverson,

Leadership & Talent Consultancy, GatenbySanderson Vicki delivered a session exploring strengths-based development, highlighting how understanding and leveraging strengths can create a more inclusive and impactful workplace. Engage in activities to reflect on your own strengths and discover how to use them to support inclusion and drive meaningful impact.





notions of Intelligence Quotient (IQ) and Emotional Intelligence (EQ).

Cultural Intelligence is defined as the capability to relate and work effectively in culturally diverse situations.

Pearson Skills outlook identifies Cultural Intelligence as one of the 5 'power skills' that are projected to be most in-demand by 2026.

What is Cultural **Intelligence**?

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- Cultural Intelligence (CQ) is the natural evolution from the well-established



Cultural Intelligence Capabilities

CQ Drive

Your Level of Interest, Persistence, and confidence during multicultural interactions.

CQ Action

Your ability to adapt when relating and working in multicultural contexts.



CQ Knowledge

Your understanding about how cultures are similar and different.

CQ Strategy

Your awareness and ability to plan for multicultural interactions.





Outcomes from being Culturally Intelligent

For the organisation:

- Improved productivity
- Reduced employee turnover
- Reduction in workplace conflict caused by bias
- Profitability and cost savings

For the individual and team:

- Improved team performance and collaboration
- Increased trust, idea sharing and innovation
- Increased motivation and psychological safety
- Applying actionable strategies for leveraging and bridging

differences in teams





Leveraging strengths for inclusion

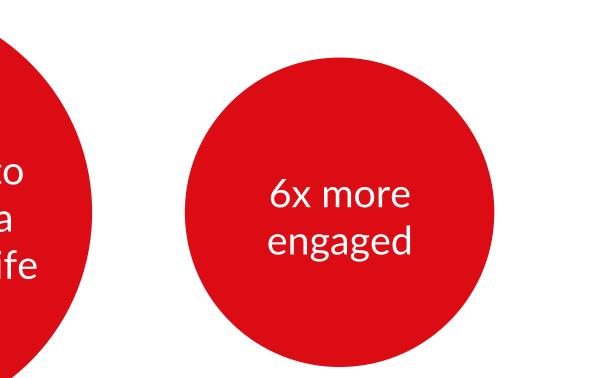


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When you get the opportunity to do what you do best

3x more likely to strongly agree you feel like a valued member of the team

3x more likely to report having a high quality of life





Strengths, Energy and Value

Energy

Tempting but distracting

 How can you 'time box' so it doesn't become a distraction? • What could you do to satisfy the needs of your strengths outside your day to day work?

Draining and pointless

- What could you stop doing?
- · How might you 'sandwich' it with other more energising activities?

LOW

HIGH

Energised and impactful

 What could you do to be able to spend more time on the tasks where you feel productive, energised, engaged and are adding value?

Valuable but tiresome

- How important are they?
- How important is it for you to do it? Or could someone else?
- What partnerships might you be able to develop to help you?

Value



What activities at work lead you to feel most connected to your values?

What is a personal or professional goal we can support you with?

Strengths-based conversations to drive inclusion What strengths would you like to contribute to the team?

What type of partner would be beneficial to you? Where would you like support?



Additional resources and links

- **Driving Impact through strengths-based development** webinar recording
- Focus-shift: develop your strengths rather than weaknesses to increase energy and value
- Leveraging Strengths for Inclusion: The Key to Unlocking Engagement and Productivity
- **Cultural intelligence and inclusive leadership webinar** key takeaways

Contact

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GatenbySanderson

GatenbySanderson is the UK's leading people advisory firm delivering executive search, including interim, and leadership & talent consultancy across public services, not for profit and education.

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