

# 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.

# What is Cultural Intelligence?

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

# 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

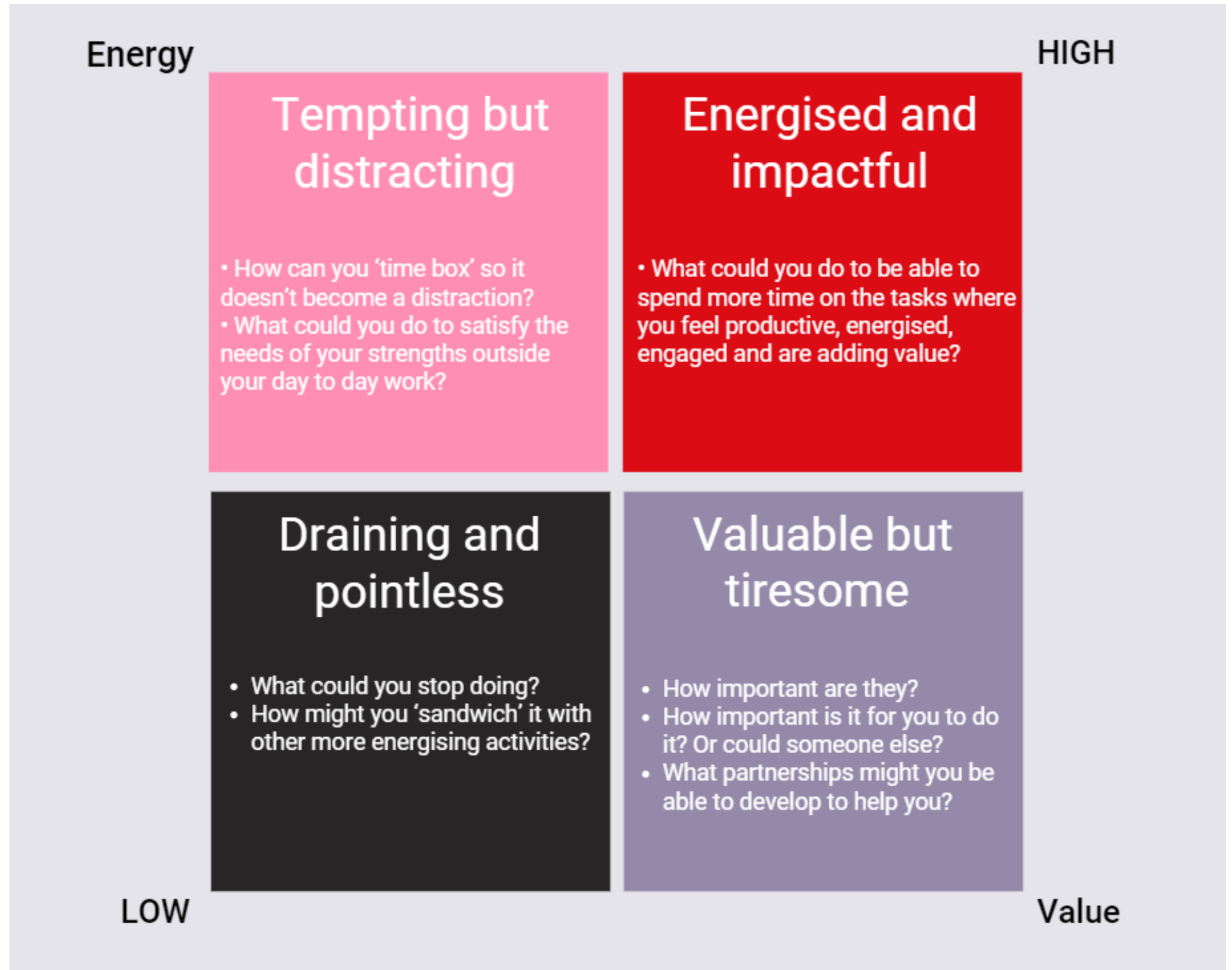
3x more likely to strongly agree you feel like a valued member of the team

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

6x more engaged



# Strengths, Energy and Value





## 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 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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