

10 WAYS TO PUT CULTURAL INTELLIGENCE IN ACTION

1

BE PERSONALLY AWARE

A person can only exhibit cultural intelligence when they know their own cultural norms and biases.

2

BE CURIOUS

Curiosity about the cultural norms of other people opens the door for learning someone's story and being mindful of other perspectives.

3

BE ADVENTUROUS

Culturally intelligent people are adventurous when it comes to embracing different experiences--whether that's trying new foods, attending cultural events or simply introducing themselves to someone who is not like them

4

BE OPEN TO DIFFERENCES

Being open to differences enables people to embrace the value of others through continuous learning and become comfortable with their differences.

5

PRACTICE OBSERVATION TECHNIQUES

Leveraging observation techniques is a nudge allowing people to catch themselves before judging others. This nudge gives the pause required to refrain from assigning personal preferences on others.

6

SPEAK TO THE PERSON

Culturally intelligent people are respectful and mindful of the individual. Therefore, focus on the person, not characteristics that could potentially impact respect for the individual.

7

LISTEN DEEPLY

Listening is the number one way to show value for another person. Culturally intelligent people listen with the intent to learn and understand. Listening deeply generates better questions and develops our skill of curiosity.

8

GENERALIZE INSTEAD OF STEREOTYPE

Generalizations are broad cultural perspectives that may change based on context. Stereotypes are narrow cultural views that neither change nor take context into perspective.

9

INCREASE EMPATHY TO VALUE OTHERS

Culturally intelligent people develop an empathetic communication style, which provides the opportunity to be compassionate and place value on the other person.

10

FLEX BEHAVIORS WHEN REQUIRED

Flexing behaviors takes practice. Learning the art of flexing allows people to recognize cultural differences and adjust their behaviors, meeting others where they are to make them feel valued and included.