

Cultural Intelligence Matters:

Tools to for Recognizing and Creating Cultural Competence

“The core of intercultural awareness is learning to separate observation from interpretation.”
-- Geert Hofstede

How do you become culturally intelligent?

What skills and characteristics do you need in cultural intelligence?

Why does cultural intelligence matter?

Everyone needs cultural intelligence. We all work with different cultural groups every-day of our lives. Increasing cultural intelligence enables you to identify, recognize, and acknowledge the differences and commonalities that exists among groups in an intentional way.

What You Get:

1. Recognize cultural intelligence's role in cultural competence.
2. Identify components of cultural intelligence.
3. Examine the role of culture intelligence in intercultural situations.
4. Develop strategies for cultural intelligence implementation and awareness.

This service can be customized for seminars, keynotes, or training. Keynotes run from 45 minutes to 1 hour. Training and seminars can be 2 hours, half-day, or full days. Email mai@leadershipparadigms.com or call 651.523.0540 for more information and service fees.



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Sample Exercise

Exercise: Culture's Components

Look at the symbol below. Write down all the things this symbol represents to you in the space provided. An example has been given to you.



E.g. For me, this symbol means “freedom,” “liberty,” “justice.”

Now, look at the picture to the right and describe what this symbolizes to you.

E.g. For me, this symbol means “hate,” “evil,” etc.



How does the second picture make you feel? Did either pictures evoke strong feelings? One more than the other?

In cultural intelligence, it's important to uncover your values; the principles that guide your actions, behaviors, attitudes, appearance, and so on. Whether or not you are conscious of them, they are at play at all times.



Values are critical components of culture, whether culture is regional, ethnic, gender, religion, dis/ability, economic status, and so on. Your values are projected onto objects or symbols, such as the American flag. You've done this unconsciously, and yet you have learned to come to this understanding through socialization. As a result, culture is often practiced without intentionality.

Cultural intelligence requires that you become **intentional** about your values and the projection of these values to others. The following is an exercise to bring out intentionality in your cultural awareness.

Look at the pictures again. Then, respond to the following questions:



List all the other images, words, or values that are **opposite** of what you've written down for each picture when you first began the exercise.

How did you feel when you wrote down the **opposite** of what you believe? What thoughts did you have? Was there resistance?

Do you think there is a possibility that the opposite can be true? How do you think you can come to allow the opposite to co-exist with your beliefs and values? What would it take?





Biography

Mai Moua, Ph.D., is the founder and president of Leadership Paradigms, Inc., a consulting firm which specializes in leadership and organizational development and training. She is Hmong-American and came to the United States in 1979 as a refugee from Thailand.

Dr. Moua received her doctorate degree in leadership studies from Gonzaga University in Spokane, Washington. She has presented her research and conducted workshops on leadership and organizational effectiveness to an internationally diverse audience consisting of leadership scholars and academics, executives and directors, practitioners, and students on a national and international level including the Middle East, Europe, and Canada.

Leadership Paradigms, Inc. Core Focus

Leadership. Design, develop, and facilitate leadership programs, training, and curriculum.

Organizational Development. Strategic planning, community engagement processes, assessments of organizational practices, services, and systems.

Research. Evaluation research, literature reviews, meta-analysis, and original research.

Training and Presentations. Workshops, seminars, presentations and keynote speeches in the areas of: women's leadership, culture and diversity, cross cultural leadership, and nonprofit management and leadership.

Her work is in the areas of cross cultural leadership, women's leadership, leadership development – especially in communities of color, cultural competency and intelligence, and nonprofit and public management and leadership. She currently serves as adjunct faculty at the University of MN Humphrey Institute, Concordia University, and the College of St. Scholastica, where she teaches graduate level courses in public and nonprofit management and leadership and management communication.

About Leadership Paradigms, Inc.

Leadership Paradigms, Inc. works with people, organizations, and communities on a local, national, and global level **to bring conscious awareness to challenge, renew, and transform one's ways of knowing and being.** We work to illuminate different paradigms of "knowing and being". We believe that an appreciation for differences and similarities in "knowing and being" will ultimately lead us to new forms of leadership thinking and practices. **For more information call 651.523.0540 or visit us at www.leadershipparadigms.com.**



Sample Client List

Association for the Advancement of Hmong Women
Asian American Pacific Islanders in Philanthropy
Anoka Ramsey County Early Childhood Education
Brain Injury Association of Minnesota
Center for Hmong Arts and Talent
City of Saint Paul
Girl Scouts
Hmong American Institute for Learning
Hmong American Partnership
Immigrant Law Center of Minnesota
MN Department of Human Services

MN Association for Volunteer Administration
Minnesota Public Radio
Metropolitan Regional Arts Council
New York Life Insurance
NW Hennepin Human Services Council
Our Savior Outreach Ministries
Project Legos
Ramsey County Human Services
Ready 4 K
Saint Paul Public School District
Hmong VISION

Client Testimonials

The Minnesota Women's Consortium has been privileged to work with Dr. Moua and Leadership Paradigms on several projects. Her energy, diplomacy, planning and presentation skills helped us offer a successful dialogue about classism in the women's movement. Our staff also attended one of her leadership training sessions and said it was by far the best, most relevant and meaningful training of its kind. Dr. Moua has kindly connected us with many resources, people, and organizations, and we are so grateful for the thoughtful and persistent leadership she shows in many arenas.

-- Bonnie Watkins, Executive Director, Minnesota Women's Consortium

Dr. Moua's professional, flexible and friendly manner carries throughout the projects. No doubt, she comes with the knowledge of what I want out of training. We were able to provide the training in a timely and well organized manner and she goes way beyond the norm to make sure our product is of top quality, especially paying attention to the details of what we wanted and receiving it in a timely manner.

-- Bee Lee, Special Projects Manager, Saint Paul Public School District

Dr. Moua was willing to meet with staff from our organization to get the information and knowledge needed to tailor her presentation to our staff. She also provided opportunity for us to review our materials and make edits to the handouts that allowed the materials to become more accurate and precise for our human services managers and supervisors.

-- Ouida Crozier, MN Department of Human Services



Dr. Mai Moua has demonstrated her remarkable passion and expertise in the work she delivers time and time again by being able to breakthrough barriers, get participation, and produce results. Her work with our agency is valuable in establishing the foundation we need to provide needed programs and services to our community. Leadership Paradigms, Inc. delivers the extra mile in its services from frequent check-ins on the quality and the experience of the process from start to finish. I like the added touch that Dr. Moua provides with personally delivering the results or outcomes and making herself available for questions and concerns.

-- Keo Chang, Board of Directors, Hmong American Partnership

Mai was great! She listened deeply to what I thought we needed and responded with carefully thought out options for our workshop. Mai's willingness to invest herself in truly knowing our organization and the work we do was very helpful. I think Mai Moua is truly a gifted and talented facilitator. Beyond that, she is flexible and creative about making certain that she works to meet the organization's needs.

-- Sandy Aslaksen, Executive Director, Our Savior Outreach Ministries

Client Training & Seminar Testimonials

"The training setting was welcoming. A great change than normal "education" settings; it encouraged discussion."

"I loved the simplicity and structure you provided....I loved the activities!"

"I wish it had been longer! I'd like to have done the training whole packet."

"I like the casual discussion/interactive format and the small size."

"I appreciate Dr. Moua's ability to gear the class towards the needs of the group and to allow additional questions and discussion."

"I really liked the fact that we got the chance to interact with each other and it wasn't just a lecture."

"Dr. Moua gave research-based info. It was inviting and an engaging approach (presenter). She was mindful and nonjudgmental."

"It was well organized. I found the exercises interesting and useful. The hand outs were helpful and the presenter approachable and knowledgeable."

"Dr. Moua had a very broad knowledge base from which to speak. She is a clear complex thinker."

