

Using Cultural Intelligence (CQ®) to Create Better Solutions

Military Academy
Leadership
Development Program
with Experimental and
Control Groups



CHALLENGE

A highly regarded military academy wanted to enhance their officer's readiness for interacting in culturally diverse situations—both domestically and overseas. More important, they wanted hard evidence that their training program made a quantifiable difference in officer's capabilities.

SOLUTIONS

The CQ Center worked with a team of leaders at this military academy to create a **Leadership Development Program** that aimed to enhance the Cultural Intelligence (CQ), including motivation, knowledge, strategic thinking, and behavioral flexibility, of 613 aspiring officers.

1 TIME 1 PRE-WORK

- The academy created two groups: an Experimental group and a Control group.
- Participants completed the *CQ Assessment and Behavioral Preferences Profile* and received personal feedback reports that guided them through the process of creating a personal development plan designed to help them apply their CQ strengths and enhance their weaker CQ capabilities.

2 TIME 1 ANALYSIS

- The CQ Center analyzed the T1 CQ scores of those in the two groups and results demonstrated no significant differences in CQ scores at Time 1.

3 LEADERSHIP DEVELOPMENT TRAINING

- Because this program took place during COVID, participants in both groups completed a two-hour virtual CQ Training session.

- The content for the Experimental group focused on leadership, CQ, and behavioral preferences (cultural values).
- The content in the Control group focused on leadership in general.
- Participants in both groups participated in virtual break-out room discussions about how they could apply what they learned about leadership.

4 IMPLEMENTATION

- Participants in both groups applied what they had learned over the next three months.

5 TIME 2 ASSESSMENT (THREE MONTHS LATER)

- Participants completed the *CQ Assessment* again and received personal feedback reports comparing their T1 and T2 scores.

6 TIME 2 ANALYSIS

- The CQ Center analyzed the T1-T2 CQ scores of the two groups. Results demonstrated significant increases in the CQ scores of those in the Experimental group and no significant changes in scores for those in the Control group.

RESULTS

Matched t-test analysis of the Experimental group (n=351) demonstrated **significant increases** in three CQ capabilities. There was not a meaningful change in CQ Strategy.



CQ Drive increased by 3%



CQ Knowledge increased by 5%



CQ Action increased by 11%

In contrast, there were no statistically significant changes in the CQ scores for those in the Control group (n=262).

ABOUT THE CULTURAL INTELLIGENCE CENTER

The Cultural Intelligence Center is an innovative, research-based training and consulting firm that draws upon empirical findings to help organizations and individuals around the world assess and improve Cultural Intelligence (CQ®)—the ability to work effectively with people with different nationalities, ethnicities, age groups, and more. We provide you with innovative solutions that improve multicultural performance based on rigorous academic research. Visit culturalQ.com to learn more.

CONTACT US

With experts around the world, we have teams of professionals ready to help you develop creative solutions and/or deliver training and consulting services wherever you need them.



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