



Using Cultural Intelligence (CQ®) to Create Better Solutions

Large Independent
School District Creates
Racial Equity Program



**CULTURAL
INTELLIGENCE
CENTER**

CHALLENGE

One of the largest public school systems in the US wanted to create a more inclusive culture because they are a diverse district and wanted to offer equitable treatment for all members of the community.

School administrators viewed addressing racial equity as a strategic priority and made a commitment to change the culture of the district by training staff, enacting new norms, and actively measuring progress and accountability.

SOLUTIONS

School administrators worked with the CQ Center to design a customized program using Cultural Intelligence (CQ) as a strategy to **address racial equity and create a more culturally intelligent campus community**. Over 100 facilitators were certified in the school district, and they subsequently assessed and trained over 22,000 employees on how to apply and enhance their CQ.

The twelve-month program for faculty, administrators, and staff included the following components:

- District chiefs completed the 11-module MyCQ® e-learning course which introduces the CQ framework, provides a personal debriefing of the feedback, and
- requires correctly answering at least 80% of the quiz questions.
- For the district-wide roll-out, all members of the school system completed the *CQ Assessment* and *Behavioral Preferences (Cultural Values) Profile* and received personal feedback reports. They also completed a one-hour MyUB (My Unconscious Bias) e-learning course which emphasizes ways to apply CQ to reduce the application of unconscious bias.
- Finally, participants completed the *CQ Assessment* again and received personal feedback reports (approximately one year later) comparing their CQ before and after the program.

RESULTS

Matched t-test analysis of more than 18,000 employees demonstrated **significant increases** in three CQ capabilities. There was not a meaningful change in CQ Drive.



CQ Knowledge increased by 5%



CQ Strategy increased by 5%



CQ Action increased by 8%

In sum, administrators, faculty, and staff improved their CQ capabilities. They also gained an understanding of students with different racial identities, developed individualized learning and institutional strategies to promote an anti-racist and inclusive culture, and adapted to disparate needs of students and families.

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.

THE CULTURAL INTELLIGENCE CENTER: A CERTIFIED WOMEN’S BUSINESS ENTERPRISE



The Cultural Intelligence Center is certified as a Women’s Business Enterprise by the Women’s Business Enterprise National Council (WBENC), the nation’s largest third-party certifier of businesses owned and operated by women.

We recognize the commitment to supplier diversity that is embraced by corporations and government agencies today. We can add diversity to your supply chain.

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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