



Using Cultural Intelligence (CQ®) to Create Better Solutions

University of Michigan
Students Prepare for
Global Workplace



CHALLENGE

169 students participated in a variety of faculty-led, study abroad programs in different locations around the world. The programs varied in length from 2-8 weeks.

The goal was to determine the impact of the study abroad experiences on students' Cultural Intelligence (CQ). Each student completed the Pre- and Post CQ Assessment.

SOLUTIONS

The study abroad office worked with the CQ Center to develop a strategy for **effectively using the assessment and supporting curriculum to improve student CQ**. The school held an In-House CQ Certification to get study abroad leaders, faculty, career services, and administrators equipped to use and debrief the CQ Assessments. The curriculum was designed to include intensive and meaningful intervention strategies:



PRE-DEPARTURE

- Students completed the CQ *Assessment*.
- Students completed pre-departure CQ Training.



WHILE ABROAD

- Students participated in team building exercises.
- Students completed experiential activities focused on the four CQ capabilities.



POST-TIME ABROAD

- Students completed the CQ *Assessment* again.
- Students wrote a reflection paper and participated in a debrief discussion.

In addition, other resources and tools were made available to students to support the development of their CQ throughout the trip.

RESULTS

Comparison of CQ Pre/Post Assessment results showed significant improvement in three of the four CQ capabilities (CQ Knowledge, CQ Strategy, and CQ Action).

These results have implications that go beyond the study abroad experiences because **research demonstrates that CQ predicts performance in culturally diverse situations**. Thus, the increase in CQ scores has positive implications for their effectiveness at home and abroad including:



Cross-Cultural Adaptation



Cross-border negotiation



Intercultural judgment and decision-making



Leadership effectiveness

As these students transitioned into the workplace, each of their CQ capabilities helped them function effectively in diverse work settings.

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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