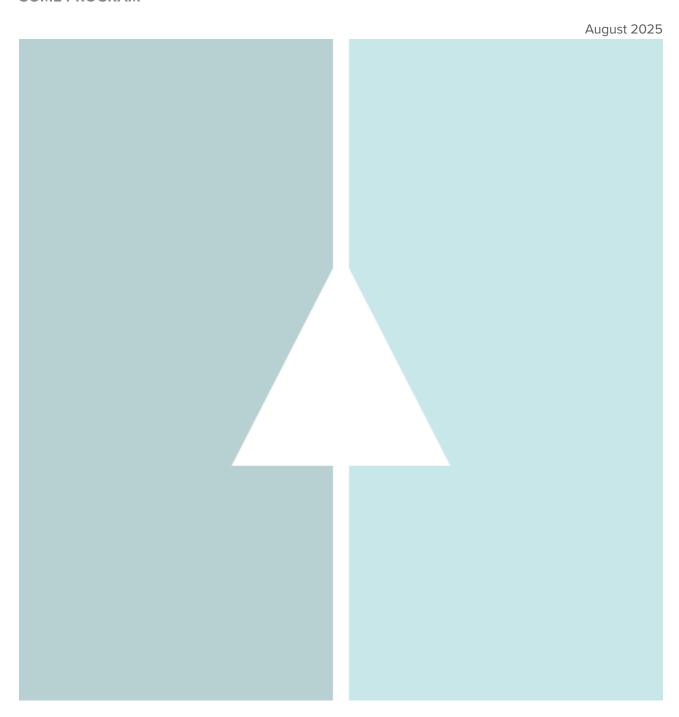
# Team Preferences Profile

AN ORGANIZATION

**SOME PROGRAM** 



# **Behavioral Preferences and CQ**

#### WHAT IS CULTURE?

Culture is a shared pattern of beliefs, values, assumptions and behaviors that distinguishes one group from another. Or, it's the "way we do things around here."

Culture includes national and ethnic cultures but it also includes cultures organized around one's profession, age-group, gender, function, etc. The behavioral preferences included in this program can be used to better understand any cultural context.

#### WHAT IS CULTURAL INTELLIGENCE (CQ)?

Cultural Intelligence (CQ) is a person's capability to function effectively in a variety of cultural contexts - both internationally and domestically.

#### **CULTURAL INTELLIGENCE BEGINS WITH AWARENESS**

The first step toward applying and developing CQ is awareness of behavioral preferences and the potential biases toward other cultures that can be triggered by different behavioral preferences. Behavioral preferences are one of the most helpful ways to understand the ways people prefer to do things. There is nothing better or worse about where people place along these preferences, but knowing the preferences of yourself and others can provide powerful insights. Awareness alone is not enough. To relate and work effectively with people who have different behavioral preferences. An individual must develop specific capabilities (CQ)

The following pages provide feedback on the behavioral preferences of those in this group. The report also provides information on how these preferences compare to the preferences of those in the ten largest cultural clusters in the world. These preferences provide a way to understand different ways of approaching life, relationships, and work. Sometimes the preferences of those in a group reflect the national culture of a majority of its members but not always.

#### **BEHAVIORAL PREFERENCES**

Below are definitions of the ten behavioral preferences.

Individualism	Emphasis on individual goals and individual rights
Collectivism	Emphasis on group goals and personal relationships
Low Power Distance	Emphasis on equality; shared decision-making
High Power Distance	Emphasis on differences in status; superiors make decisions
Low Uncertainty Avoidance	Emphasis on flexibility and adaptability
High Uncertainty Avoidance	Emphasis on planning and predictability
Cooperative	Emphasis on collaboration, nurturing, and family
Competitive	Emphasis on competition, assertiveness, and achievement
Short Term	Emphasis on immediate outcomes (success now)
Long Term	Emphasis on long term planning (success later)
Low Context / Direct	Emphasis on explicit communication (words)
High Context / Indirect	Emphasis on indirect communication (tone, context)
Being	Emphasis on contemplative time and relationship building
Doing	Emphasis on being busy and meeting goals
Universalism	Emphasis on rules; standards that apply to everyone
Particularism	Emphasis on specifics; unique standards based on relationships
Neutral / Non-Expressive	Emphasis on non-emotional communication; hiding feelings
Affective / Expressive	Emphasis on expressive communication; sharing feelings
Monochronic / Linear	Emphasis on one thing at a time; punctuality
Polychronic / Non-Linear	Emphasis on multitasking; interruptions ok

#### **BEHAVIORAL PREFERENCES**

Individuals have personal preferences about how they like to approach tasks and interactions. Behavioral preferences are sometimes called cultural value preferences or cultural values. We prefer to use the term behavioral preferences to recognize that individuals have preferences and it is no longer practical to assume that all individuals from a particular nationality share similar cultural values or behavioral preferences. Behavioral preferences are more relevant when applied to individuals rather then stereotypical 'national' identities.

#### **CULTURAL CLUSTERS**

The behavioral preferences can be grouped into cultural clusters where you're likely to find a significant presence of a specific cluster of behavioral preferences. These clusters represent the 10 largest cultural groupings in the world.

Australia, Canada, New Zealand, U.K., U.S., etc.
Bahrain, Egypt, Jordan, Kuwait, Lebanon, Morocco, Saudi Arabia, U.A.E., etc.
China, Hong Kong, Japan, Singapore, South Korea, Taiwan, etc.
Albania, Czech Republic, Greece, Hungary, Mongolia, Poland, Russia, etc.
Austria, Belgium, Germany, Netherlands, etc
Argentina, Bolivia, Chile, Colombia, Costa Rica, Mexico, etc.
France, French-speaking Canada, Italy, Portugal, Spain, etc.
Denmark, Finland, Iceland, Norway, Sweden, etc.
Ghana, Kenya, Namibia, Nigeria, Zambia, Zimbabwe, etc.
India, Indonesia, Malaysia, Philippines, Thailand, etc.

NOTE: The countries listed are NOT the clusters themselves. They are simply places where there is a significant presence of the cultural cluster.

# Team Preferences Profile





#### **Group Variability:**

Numerical values show variability in behavioral preferences within this group.

Range of Numerical values: 6 – 87 (1 is the far left of each graph). 100 is the far right of each graph)

Range of Standard Deviation: 35 - 85

#### Note:

The sources of behavioral preferences (e.g. nationality, age, function, etc.) are less important than the different values and perspectives that emerge from those differences. Behavioral preferences influence how individuals interact, communicate, plan, and execute tasks.

What is most important is understanding the similarities and differences in the behavioral preferences within the group and figuring out ways to use this knowledge to gain synergies from differences and avoid groupthink based on similarities.

Knowledge of behavioral preferences gives people a neutral set of terms they can use to describe themselves and others. Understanding behavioral preferences can also provide insights into reasons why some interactions are more challenging than others.

▲ Average self-rated preferences in this group

Range of behavioral preferences in this group

INDIVIDUALISM Std Deviation: 96 COLLECTIVISM

Emphasis on group goals and personal relationships Emphasis on individual goals and individual rights 67 93 87 Person One Person One Person One Person One Person One Person One Person Two Person Two Person Two Person Two Person Two Person Two Person Three Person Three Person Three Person Three Person Three Person Three Person WithReallyLon... Person WithReallyLon... Person WithReallyLon... Person WithReallyLon... Person WithReallyLon... Person WithReallyLon... Fourth PersonHere Fourth PersonHere Fourth PersonHere Fourth PersonHere Fourth PersonHere Fourth PersonHere

#### **LOW POWER DISTANCE**

Std Deviation: 45

#### **HIGH POWER DISTANCE**

Emphasis on equality; sha	ared decision-making		Emphasis on differences in status; superiors make decision		
				77	00
				77	89
				79	
				79	
Person One	Person One	Person One	Person One	Person One	Person One
Person Two	Person Two	Person Two	Person Two	Person Two	Person Two
Person Three	Person Three	Person Three	Person Three	Person Three	Person Three
Person WithReallyLon	Person WithReallyLon	Person WithReallyLon	Person WithReallyLon	Person WithReallyLon	Person WithReallyLon
Fourth PersonHere	Fourth PersonHere	Fourth PersonHere	Fourth PersonHere	Fourth PersonHere	Fourth PersonHere

### LOW UNCERTAINTY AVOIDANCE

Std Deviation: 32

## HIGH UNCERTAINTY AVOIDANCE

Emphasis on flexibility and adaptability

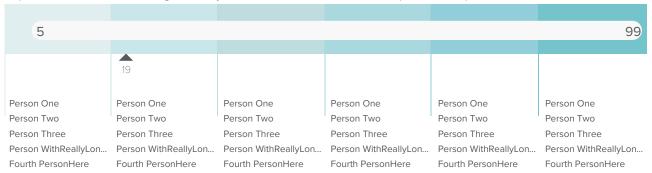
Emphasis on planning and predictability

Emphasis on hexibility c	ma adaptability			Emphasis on pic	arming and predictability
		46			92
				71	
				71	
Person One	Person One	Person One	Person One	Person One	Person One
Person Two	Person Two	Person Two	Person Two	Person Two	Person Two
Person Three	Person Three	Person Three	Person Three	Person Three	Person Three
Person WithReallyLon	Person WithReallyLon	Person WithReallyLon	Person WithReallyLon	Person WithReallyLon	Person WithReallyLon
Fourth PersonHere	Fourth PersonHere	Fourth PersonHere	Fourth PersonHere	Fourth PersonHere	Fourth PersonHere

COOPERATIVE Std Deviation: 98 COMPETITIVE

Emphasis on collaboration, nurturing, and family

Emphasis on competition, assertiveness, and achievement



SHORT TERM Std Deviation: 84 LONG TERM

Emphasis on immediate outcomes (success now)

Emphasis on long term planning (success later)

	,	,		1	, ,
7			57		
	24				
	27				
Person One					
Person Two					
Person Three					
Person WithReallyLon					
Fourth PersonHere					

LOW CONTEXT / DIRECT

Std Deviation: 93

HIGH CONTEXT / INDIRECT

Emphasis on explicit communication (words)

Emphasis on indirect communication (tone, context)

	30			72	
			53		
			55		
Person One					
Person Two					
Person Three					
Person WithReallyLon					
Fourth PersonHere					

Emphasis on contemplative time and relationship building

Emphasis on being busy and meeting goals

12			54		
			54		
			J <del>4</del>		
Person One					
Person Two					
Person Three					
Person WithReallyLon					
Fourth PersonHere					

UNIVERSALISM Std Deviation: 11 PARTICULARISM

Emphasis on rules; standards that apply to everyone

Emphasis on specifics; unique standards based on relationships

Person One Person One Person One Person Two Person Three Person Three Person WithReallyLon Person WithReallyLon Person WithReallyLon Fourth PersonHere Fourth PersonH			-		·	· · · · · · · · · · · · · · · · · · ·
Person One Person One Person One Person One Person One Person Two Person Two Person Three Person Three Person WithReallyLon	4 8					
Person TwoPerson TwoPerson TwoPerson TwoPerson TwoPerson TwoPerson TwoPerson TwoPerson ThreePerson ThreePerson ThreePerson ThreePerson ThreePerson ThreePerson ThreePerson WithReallyLonPerson WithReallyLonPerson WithReallyLonPerson WithReallyLonPerson WithReallyLonPerson WithReallyLon	6					
Person Three Person Three Person Three Person Three Person Three Person WithReallyLon	Person One					
Person WithReallyLon Person WithReallyLon Person WithReallyLon Person WithReallyLon Person WithReallyLon Person WithReallyLon	Person Two					
	Person Three					
	,	,	,	,	,	Person WithReallyLon Fourth PersonHere

NEUTRAL Std Deviation: 74 AFFECTIVE

Emphasis on non-emotional communication; hiding feelings

Emphasis on expressive communication; sharing feelings

2			59		
8					
O					
Person One					
Person Two					
Person Three					
Person WithReallyLon					
Fourth PersonHere					

Emphasis on many obligations; comfortable with interruptions

	00				
	29		55		
		_			
		44			
Person One					
Person Two					
Person Three					
Person WithReallyLon					
Fourth PersonHere					

#### INDIVIDUALISM - COLLECTIVISM

#### Individualism

Emphasize individual goals and individual rights. May be perceived as a lone ranger.

#### Collectivism

Emphasize groups and personal relationships. May be perceived as lacking personal initiative.

#### Range of Behavioral Preferences in this Group

Emphasis on individual goals and individual rights

Emphasis on group goals and personal relationships

67

93

#### **Group Average vs. Cultural Clusters**

INDIVIDUALISM COLLECTIVISM

Emphasis on individual goals and individual rights

Emphasis on group goals and personal relationships

Anglo
Germanic Europe
Nordic Europe
Nordic Europe

Eastern Europe
Latin Europe
Latin Europe
Confucian Asia
Latin America
Southern Asia\*
Sub-Saharan Africa

Individualism versus Collectivism is the extent to which you think of yourself primarily as an individual versus primarily as a member of a specific group (e.g., your family or work group). The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH INDIVIDUALISTS	WORKING WITH COLLECTIVISTS
<ul> <li>Allow for autonomy</li> <li>Recognize the importance of rapid decision-making.</li> </ul>	<ul> <li>Create time for consultation and consensus- building</li> <li>Recognize the importance of building lasting relationships</li> </ul>

<sup>\*</sup> Significant variation within cluster

#### **LOW POWER DISTANCE – HIGH POWER DISTANCE**

#### **Low Power Distance**

Emphasize equality and shared decisionmaking, May be perceived as disrespectful followers or weak leaders.

#### **High Power Distance**

Emphasize differences in status and expect superiors to make decisions. May be perceived as passive followers or dictatorial leaders.

#### Range of Behavioral Preferences in this Group

#### LOW POWER DISTANCE

#### **HIGH POWER DISTANCE**



#### **Group Average vs. Cultural Clusters**

#### **LOW POWER DISTANCE**

#### **HIGH POWER DISTANCE**

Emphasis on equality; shared decision-making

Anglo
Germanic Europe
Nordic Europe
Sub-Saharan Africa

Emphasis on differences in status; superiors make decisions

Arab
Latin America
Southern Asia\*

Power Distance is the extent to which you prefer a flat, egalitarian approach to leadership versus a more topdown, hierarchical leadership style. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH LOW POWER DISTANCE PEOPLE	WORKING WITH HIGH POWER DISTANCE PEOPLE
De-emphasize titles and formalities	Follow the chain of command carefully
Question or challenge authority	Do not question authority, particularly in public

<sup>\*</sup> Significant variation within cluster

#### LOW UNCERTAINTY AVOIDANCE - HIGH UNCERTAINTY AVOIDANCE

#### **Low Uncertainty Avoidance**

Emphasize flexibility and adaptability. May be perceived b as being unprepared and disorganized.

#### **High Uncertainty Avoidance**

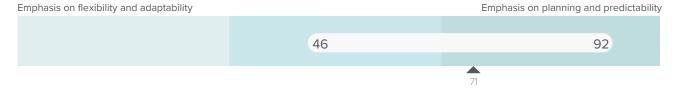
Emphasize planning and predictability.

May be perceived as uptight and inflexible.

#### Range of Behavioral Preferences in this Group

#### LOW UNCERTAINTY AVOIDANCE

#### HIGH UNCERTAINTY AVOIDANCE



#### **Group Average vs. Cultural Clusters**

#### LOW UNCERTAINTY AVOIDANCE

#### HIGH UNCERTAINTY AVOIDANCE

Emphasis on flexibility and adaptability

Anglo
Eastern Europe
Nordic Europe
Southern Asia\*
Sub-Saharan Africa

Emphasis on planning and predictability

Latin Europe
Latin America

Uncertainty Avoidance is the extent to which you prefer to be flexible and adapt to changing circumstances versus reducing and avoiding uncertainty. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH LOW UNCERTAINTY AVOIDANCE	WORKING WITH HIGH UNCERTAINTY AVOIDANCE
PEOPLE	PEOPLE
Avoid dogmatic statements	Give explicit instructions
<ul> <li>Invite them to explore solutions</li> </ul>	Rely on formalized procedures and policies

<sup>\*</sup> Significant variation within cluster

#### **COOPERATIVE - COMPETITIVE**

#### Cooperative

Emphasizes collaboration, and a nurturing approach. May be perceived as weak or too soft.

#### Competitive

Emphasizes competition, assertiveness, and achievement. May be perceived as too aggressive or combative.

#### Range of Behavioral Preferences in this Group

Emphasis on collaboration, nurturing, and family

Emphasis on competition, assertiveness, and achievement

5

99

#### **Group Average vs. Cultural Clusters**

COMPETITIVE

Emphasis on collaboration, nurturing, and family

Nordic Europe
Sub-Saharan Africa

Arab
Confucian Asia
Eastern Europe
Latin America
Latin Europe
Southern Asia\*

Competition, assertiveness, and achievement

Anglo
Germanic Europe

Latin America
Latin Europe
Southern Asia\*

\* Significant variation within cluster

Cooperative versus Competitive is the extent to which you prefer to achieve results collaboratively versus competitively. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH COOPERATIVE PEOPLE	WORKING WITH COMPETITIVE PEOPLE
Establish a relationship before the task	Focus on the task first
Communicate to build rapport	Communicate to report information

#### SHORT TERM - LONG TERM

#### **Short Term**

Emphasize immediate outcomes (success now). May be perceived as short-sighted.

#### **Long Term**

Emphasize long-term planning (success later). May be perceived as unrealistic and too future-oriented.

#### Range of Behavioral Preferences in this Group

Emphasis on immediate outcomes (success now)

Emphasis on long term planning (success later)

#### **Group Average vs. Cultural Clusters**

Emphasis on immediate outcomes (success now)

Anglo
Arab
Eastern Europe
Nordic Europe
Sub-Saharan Africa

Confucian Asia

Confucian Asia

\* Significant variation within cluster

Time orientation is the extent to which you prefer to focus on immediate results versus results that may come several years later. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH SHORT-TERM TIME ORIENTED	WORKING WITH LONG-TERM TIME ORIENTED
PEOPLE	PEOPLE
Prioritize "quick wins"	<ul> <li>Invest now for the future</li> </ul>
Focus on the present implications	Emphasize long-term implications

#### LOW CONTEXT / DIRECT - HIGH CONTEXT / INDIRECT

#### **Low Context / Direct**

Emphasize explicit communication (words). May be perceived as blunt or rude.

#### **High Context / Indirect**

Emphasize indirect communication (tone, context). May be perceived as obtuse or unclear.

#### Range of Behavioral Preferences in this Group

#### LOW CONTEXT / DIRECT

#### **HIGH CONTEXT / INDIRECT**



#### **Group Average vs. Cultural Clusters**

#### **LOW CONTEXT / DIRECT**

#### **HIGH CONTEXT / INDIRECT**

Emphasis on explicit communication (words)

Anglo
Germanic Europe
Nordic Europe
Latin America
Latin Europe
Latin Europe
Sub-Saharan Africa

Emphasis on indirect communication (tone, context)

Arab
Confucian Asia
Southern Asia\*
Sub-Saharan Africa

\* Significant variation within cluster

Context is the extent to which you prefer communication that is explicit, direct, and clear versus communication that is more indirect, emphasizes harmony, and saving face. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH LOW CONTEXT (DIRECT) PEOPLE	WORKING WITH HIGH CONTEXT (INDIRECT) PEOPLE
<ul><li>Be direct and explicit</li><li>Focus on getting the message across clearly</li></ul>	<ul> <li>Recognize the importance of silence and reflection</li> <li>Pay careful attention to what is not said</li> </ul>

#### **BEING - DOING**

#### **Being**

Emphasize on contemplative time and relationship building. May be perceived as too passive or lazy.

#### Doing

Emphasize staying busy and being active. May be perceived as workaholics.

#### Range of Behavioral Preferences in this Group

Emphasis on contemplative time and relationship building

Emphasis on being busy and meeting goals

12

54

#### **Group Average vs. Cultural Clusters**

Emphasis on contemplative time and relationship building

Emphasis on contemplative time and relationship building

Emphasis on being busy and meeting goals

Arab

Latin America

Nordic Europe
Sub-Saharan Africa

Confucian Asia\*
Eastern Europe
Latin Europe
Southern Asia\*

Anglo
Germanic Europe
Southern Asia\*

\* Significant variation within cluster

Being versus Doing is the extent to which you prefer contemplative time and relationship building versus proactively working toward goals. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH BEING ORIENTED PEOPLE	WORKING WITH DOING ORIENTED PEOPLE
Affirm the person and avoid focusing only on	Affirm accomplishments and new opportunities
performance	Manage the process
Manage the relationship	

#### UNIVERSALISM - PARTICULARISM

#### Universalism

Emphasizes established rules and standards that apply to everyone. May be perceived as inflexible and uncaring.

#### **Particularism**

Emphasizes special and unique standards that are based on relationships. May be perceived as showing favoritism or expecting favors.

#### Range of Behavioral Preferences in this Group

UNIVERSALISM

Emphasis on rules; standards that apply to everyone

Emphasis on specifics; unique standards based on relationships



#### **Group Average vs. Cultural Clusters**

#### UNIVERSALISM PARTICULARISM

Emphasis on rules; standards that apply to everyone

Emphasis on specifics; unique standards based on relationships

Anglo Germanic Europe Nordic Europe	Eastern Europe Latin Europe	Arab Confucian Asia* Latin America Southern Asia Sub-Saharan Africa

\* Significant variation within cluster

Universalism versus Particularism is the extent to which you prefer to apply the same standards to everyone versus making exceptions for friends and family. The following chart provides ideas for working with people from both ends of the continuum.

whenever possible
and show the role of
cisions
cisi

#### **NEUTRAL – AFFECTIVE**

#### **Neutral**

Emphasize non-emotional communication and tend to disguise their feelings. May be perceived as being cold and aloof.

#### **Affective**

Emphasize expressive communication and sharing their feelings openly. May be perceived as being overly emotional.

#### Range of Behavioral Preferences in this Group

NEUTRAL

Emphasis on non-emotional communication; hiding feelings

Emphasis on expressive communication; sharing feelings

2

59

#### **Group Average vs. Cultural Clusters**

Emphasis on non-emotional communication; hiding feelings

Confucian Asia
Eastern Europe
Germanic Europe
Nordic Europe
Nordic Europe
Sub-Saharan Africa

Emphasis on expressive communication; sharing feelings

Arab
Latin America
Latin Europe
Sub-Saharan Africa

\* Significant variation within cluster

Expressiveness is the extent to which you prefer to hide your emotions versus show them. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH NON-EXPRESSIVE (NEUTRAL) PEOPLE	WORKING WITH EXPRESSIVE (AFFECTIVE) PEOPLE
<ul> <li>Manage emotions and regulate body language</li> <li>Stick to the point in meetings and interactions</li> </ul>	<ul> <li>Open up to people and demonstrate warmth and trust</li> <li>Work on being more expressive than you might typically prefer</li> </ul>

#### MONOCHRONIC - POLYCHRONIC

#### Monochronic

Emphasize doing one thing at a time and keeping work and personal life separate. May be perceived as impersonal and inflexible.

#### **Polychronic**

Emphasize many obligations at the same time and mix work and personal responsibilities. May be perceived as irresponsible or distracted.

#### Range of Behavioral Preferences in this Group

MONOCHRONIC

Emphasis on one thing at a time; punctuality

Emphasis on many obligations; comfortable with interruptions

29

55

#### **Group Average vs. Cultural Clusters**

# MONOCHRONIC Emphasis on one thing at a time; punctuality Emphasis on many obligations; comfortable with interruptions Anglo Germanic Europe Nordic Europe Nordic Europe Southern Asia POLYCHRONIC Emphasis on many obligations; comfortable with interruptions Arab Latin America Latin Europe\* Sub-Saharan Africa

\* Significant variation within cluster

Focus is the extent to which you prefer to do one thing at a time versus multitasking. The following chart provides ideas for working with people from both ends of the continuum.

WORKING WITH MONOCHRONIC (LINEAR) PEOPLE	WORKING WITH POLYCHRONIC (NON-LINEAR) PEOPLE
<ul> <li>Provide follow-through and expediency when possible to build trust</li> <li>When a deadline can't be met, propose an alternative one and stick to it</li> </ul>	<ul> <li>Find ways to be flexible on deadlines that are less important</li> <li>Communicate the relational impact if a deadline is not met</li> </ul>

