

# Emotional Intelligence and Intercultural Agility

## Crescendo Connect Conversations – November 11, 2020

Presented by: Janice Downing



**Emotional Intelligence and Intercultural Agility**  
The WE Space!

**Zoom Conference**

- See Calendar Invite for Login information

**Materials for call**


- Slides Handout
- EQ-i2.0 Model

**Thank you!**

Presented by:  
Janice Downing  
CommonSense Consulting@Work  
November 11, 2020

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### EQ-i2.0 Model of Emotional Intelligence



“Emotional Intelligence is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.”  
- Multi-Health Systems Inc.

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### Context for our Conversations

*Every person has their own unique point of view and experiences. The following definitions we offer are meant to serve as a reference point and/or tool and allow rich and meaningful discussions that are open, honest, and build trust.*

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### Cultural Introductions

*During this exercise, you have a few minutes to introduce yourself to your partner using a cultural description. Take a couple of minutes to prepare your cultural introduction. The facilitator will let you know when you will begin your introduction.*

**Examples of culture are listed below:**

• Birth Order	• Generation	• Race
• Ethnicity	• Language	• Personal Values
• Family	• Hobbies	• Spiritual Beliefs

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### Examples of Cultural Introductions

1. I am the firstborn in my family, we lived on a farm and moved to Omaha when I was fourteen. I loved working the farm and having animals. I moved to the Fargo, North Dakota in 2009. After some time, I have fallen in love. Working and living in the same city has been wonderful. It feels good to be a part of growing community.
2. I am a part of the Baby Boomer generation. I grew up eating TV dinners and remember when McDonald's was a treat for my family. They weren't located in every city. My father was in the Army. We relocated a lot. When I made friends in our new location, we would hang out until the street lights came on and then we had to head back home.
3. My family immigrated to America in 1969 from Nigeria. I was born and raised here in South Dakota. Living here has helped shape my beliefs about how the American Dream is possible. My family owns several pieces of land and businesses. My family traveled around the world. I have lived in 3 countries and speak two languages. I have been exposed to people from seven countries. I have learned how to eat many foods and realize that there are so many ways that people live.

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### Cultural Introductions

- During this exercise **avoid** using the following characteristics to introduce yourself:
- A description of what you do professionally.
- Using words and phrases that describe your job or identify its title (past or present).
- The number of years of service you have worked in your field or in your profession.
- The type of schools you have attended or the highest level of education you have earned.

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Directions for Cultural Introduction Exercise  
*You will have up to 4 minutes to complete the exercise*

- ❑ You will be in pairs or triads
- ❑ Two People: each person uses 2 minutes to share their introduction
- ❑ Three People: each person uses about a minute to share their introduction
- ❑ Who goes first, second third...
  - Person A: The person who's birthday is closest to today's date (most recently passed)
  - Person B: The next person who's birthday is closest to today's date
  - (If applicable) Person C: The person who's birthday is farthest away from today's date

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## Cultural Introductions in Progress

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### The 'WE' Space

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### The 'WE' Space

- Psychological Safety
- Trust
- Compassion
- Free flow communication
- Curiosity
- Mindset
- Two-way dialogue

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### Types of Systems Change Agents

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### Intercultural Agility

- The ability to shift and adapt one's own behaviors, thoughts, and skills to create a bridge with others
- To develop and maintain a strong working relationship that is based on mutual trust and respect
- To successfully balance commonalities and differences

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### Intercultural Agility Requires

- Deep cultural self-awareness
- Deep understanding of the experiences of people from different cultural communities—in perceptions, values, beliefs, behavior, and practices
- Behavioral shifting across these various cultural differences

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### Reflection Questions

1. How does Emotional Intelligence compare to Intercultural Agility?
2. Which items of the assessment do you do well and which do you want to do more of in the future?
3. How can/do you demonstrate Intercultural Agility and maintain the highest level of 'WE' Space?

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### What's Next?

Crescendo Connect: January 13, 2021

- El and Age Wise Caregiving – Liz Backus

EQ-i<sup>2.0</sup>/EQ360 Certification – Virtual

- March 2021

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