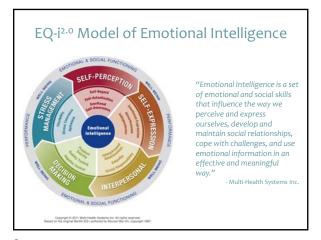
Emotional Intelligence and Intercultural Agility Crescendo Connect Conversations – November 11, 2020 Presented by: Janice Downing





1 2

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

- 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.
- 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.
- 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.

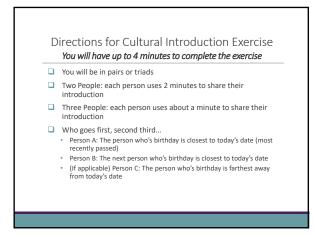
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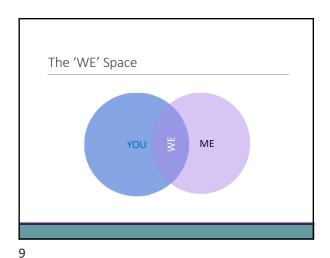
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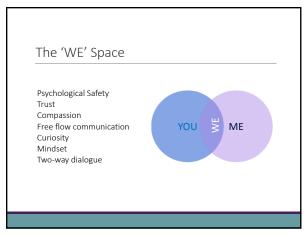
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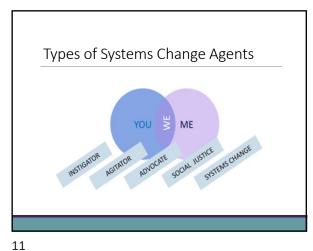


Cultural Introductions in Progress





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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 Copyright by CommonSense Consulting@Work 2020

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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

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

• EI and Age Wise Caregiving – Liz Backus

EQ-i^{2.0}/EQ360 Certification – Virtual

March 2021

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