

THE LEADER'S GUIDE TO CULTURAL INTELLIGENCE

WORK WELL ACROSS DIFFERENCES



**“We do not see the world as it is, we see it as we are.”
— Anaïs Nin**

WHAT IS CULTURAL INTELLIGENCE?

Cultural Intelligence is the ability to notice, understand, and work with differences in values, communication styles, and norms without stereotyping. It includes knowing your own defaults, understanding key cultural dimensions, and adjusting your behavior while keeping the mission clear.

WHY CULTURAL INTELLIGENCE DRIVES PERFORMANCE

BETTER DECISIONS

More perspectives = fewer blind spots

LESS REWORK

Clear norms → fewer misunderstandings

STRONGER STAKEHOLDER TRUST

Respect builds credibility

BACKED BY RESEARCH

Evidence shows cultural intelligence boosts performance

HOW CAN YOU BUILD CULTURAL INTELLIGENCE AS A SKILL FOR YOUR TEAM?

Build Self Awareness

Know your own defaults—how you communicate, give feedback, use time, and interpret silence.

Give Clear, Respectful Feedback

Default to private, direct, and kind feedback using behavior–impact–next step.

Create a Shared Language

Use plain language, define terms, and avoid idioms or sarcasm.

Decide & Resolve Conflict Fairly

Explain the decision process upfront and document the “what” and “why.”

Run Fair, Effective Meetings

Send pre-reads early and gather input in writing.

Make Processes Fair for Everyone

Use structured, bias-reducing practices in hiring, promotion & scheduling.

For more insights on Leadership, Communication, and Coaching follow us or reach out for more information.