

RECOMMENDED INSTRUMENTS – CULTURAL COMPETENCY

	Purpose	Key Features	Results	Audience	Delivery Mode	Validation
CWq™ Culture in the Workplace	Reveals personal cultural values in comparison to five selected national cultures; in group use, reveals value differences within team as well	Defines cultural values along 5 dimensions Informs “So that’s why they do that” discussions and leads to strategy	Structured awareness of values-based behavioral differences among national cultures; basis for gap management	<ul style="list-style-type: none"> Managers Team leaders Multicultural groups 	On-line, debrief with CWq-certified trainer (IOR); excellent structural base for group cultural training	Not a psychometric instrument, but the data on which the inventory is based has been thoroughly validated; available in simplified world business English
DiSC®	Four-quadrant model of human behavior that measures personal behavior styles	Defines behavior on four dimensions; explores behavioral differences with focus on work environment	Helps improve communication, enhance work relationships and leverage cross-cultural management skills	Employees (and partners)	On-line with downloadable report to participant; debrief with certified IOR trainer; cultural coaching option; applicable for individuals and groups	English version normed in the United States; available in over 20 languages
GTPQ™ Global Team Process Questionnaire	Measures team process as it relates to output and productivity Used to boost effectiveness, communication skills and basic competencies	Snapshot of team effectiveness; comparisons on six dimensions to “best team” averages	Quarterly progress measurement (wellness checks) as basis for team leader coaching, indicated interventions, and top management oversight	<ul style="list-style-type: none"> Global teams Team leaders Executive leadership 	On-line; Executive Summary and Results Report provided first to Team Leader, coached to support appropriate interventions	Normed in Europe, the U.S.A., and Asia on pharmaceutical teams; available in simplified world business English
ICSI® Intercultural Conflict Style Inventory	Reveals personally preferred conflict style in comparison with other culturally-based conflict styles	Illustrates 4 major cultural styles of communication; leads to gap management strategies	Better prepared to manage sensitive discussions in multicultural workplace and within multicultural teams	<ul style="list-style-type: none"> Managers Team leaders Employees in multicultural work environment 	Paper/pencil; self-scored, trainer interpreted; especially useful for groups – lunch & learn or part of longer program	Validated cross-culturally; available in English only
IDI™ Intercultural Development Inventory	Measures intercultural sensitivity in terms of worldview toward cultural difference	Identifies most effective intervention for further development; aids in sensitive selection decisions	Recognition of attitudinal, cognitive, and behavioral aspects of cultural intelligence; applicable for career and development planning	<ul style="list-style-type: none"> Senior leaders Team leaders and managers Applicants for sensitive positions 	On-line; debrief with IDI-certified trainer (IOR); cultural coaching option; applicable for individuals or groups	Statistically reliable & valid cross-culturally; available in English, Chinese, German, Italian, Japanese, Portuguese, Spanish, Korean and Russian
SAGE™ Self-Assessment for Global Endeavors	Allows couples/individuals to honestly uncover their readiness and feelings towards international assignment	Self-selection tool; promotes thorough discussion of challenges / rewards of international assignment as basis for personal decision	Develops a willing, ready, but not necessarily “able” candidate pool Does not predict likelihood of success	Employees and partners	On-line with downloadable report to participants; two versions for employee and partner Best used confidentially	Reliability and validity well established Available in English on-line, French, Japanese, Chinese (paper only); rewritten in each case for cultural appropriateness