

ONLINE EDUCATION



WAY FORWARD – CULTURAL INTELLIGENCE

Cultural Intelligence is Required

The capability to function effectively across various cultural contexts (national, ethnic, organizational, generational, etc.).

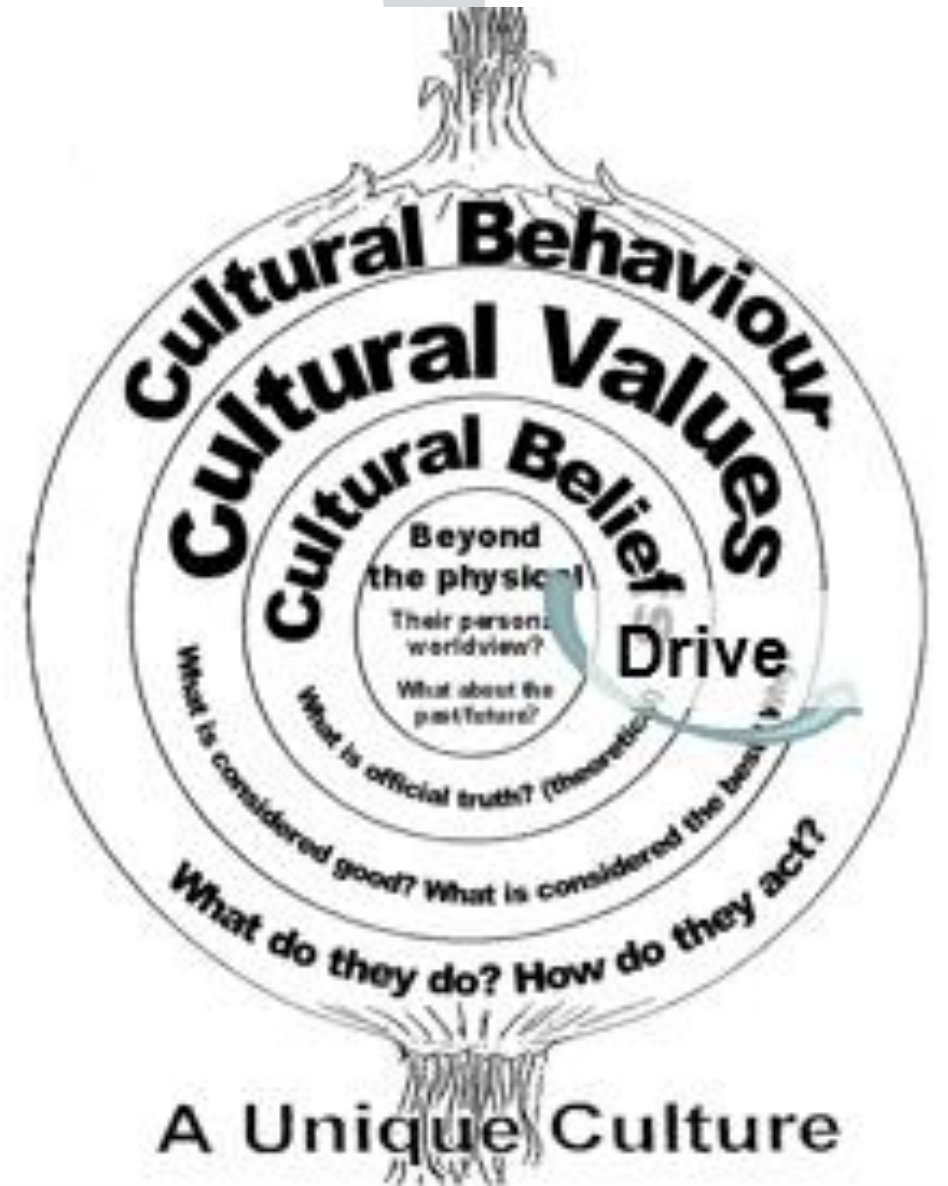
--Soon Ang and Linn Van Dyne, "Conceptualization of Cultural Intelligence"
Handbook of Cultural Intelligence: Theory, Measurement, and Applications
(Armonk, NY: M.E. Sharpe, 2008), 3.

DEFINITION - CULTURE

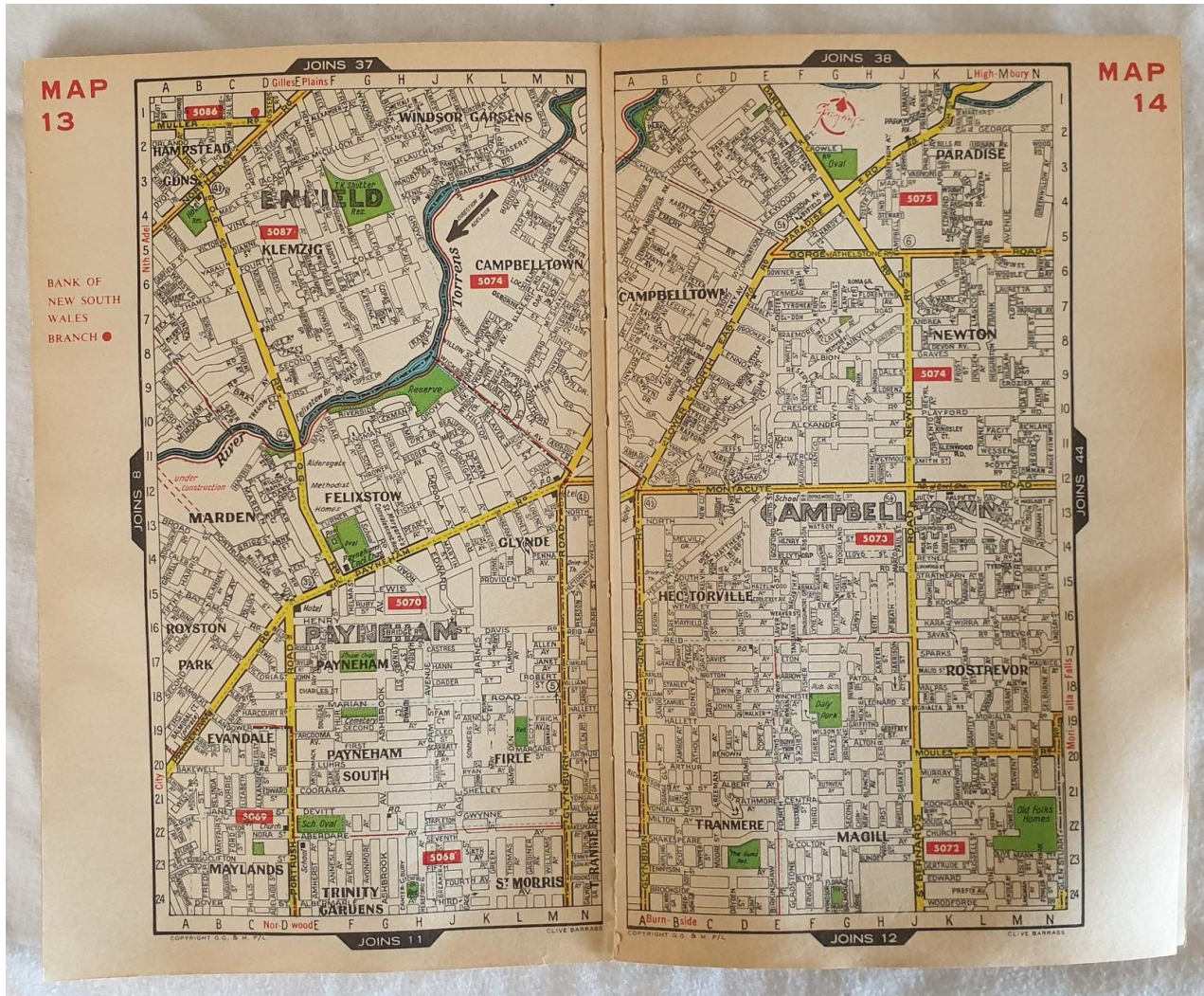
What is Culture

A complex, integrated coping mechanism, belonging to and operated by a society (social group), consisting of: (i) concepts and behaviour that are patterned and learned; (ii) underlying perspectives (worldview); (iii) resulting products, both nonmaterial (customs, rituals) and material (artefacts).

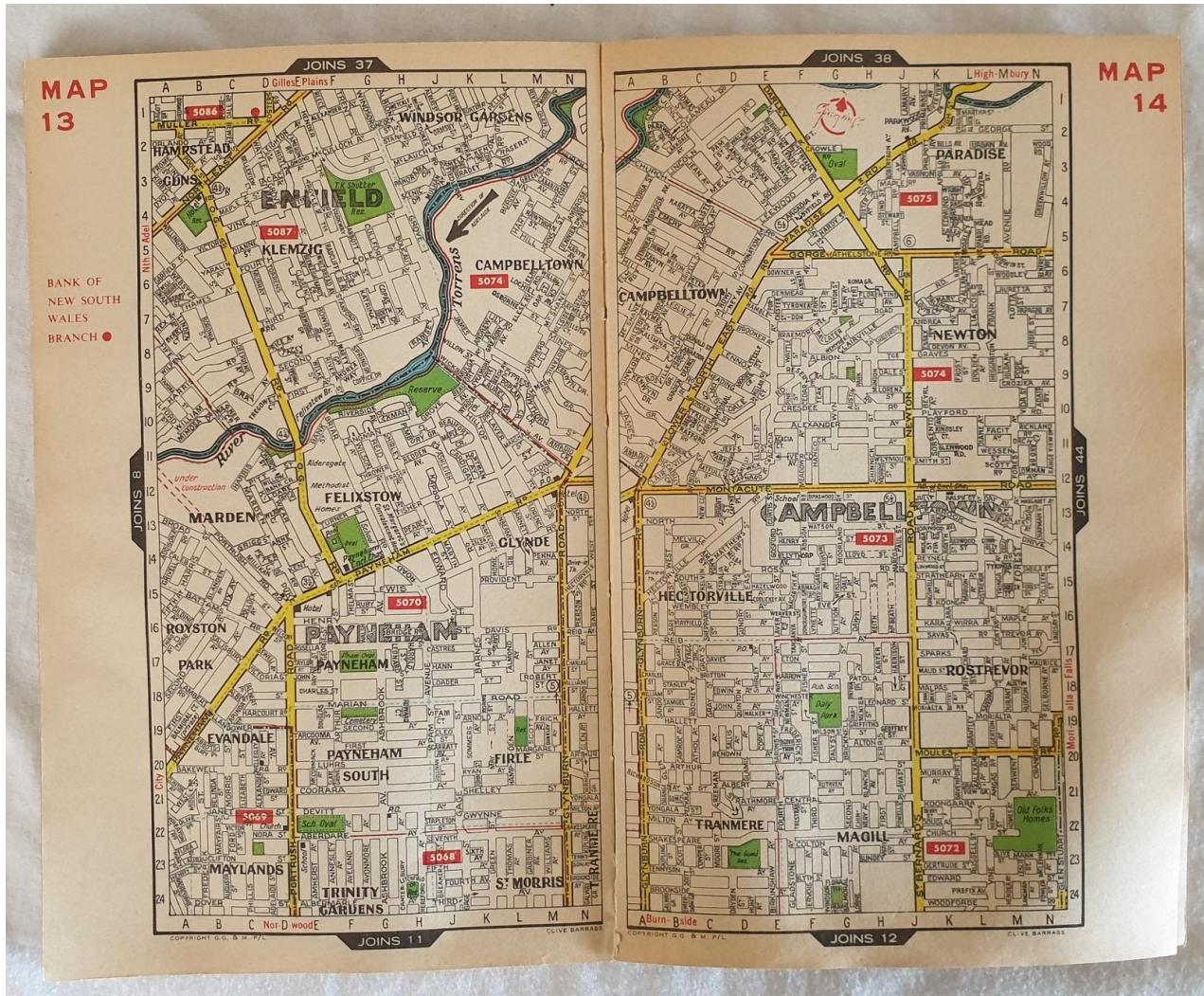
Kraft (1996, p. 38)



DEFINITION - CULTURE



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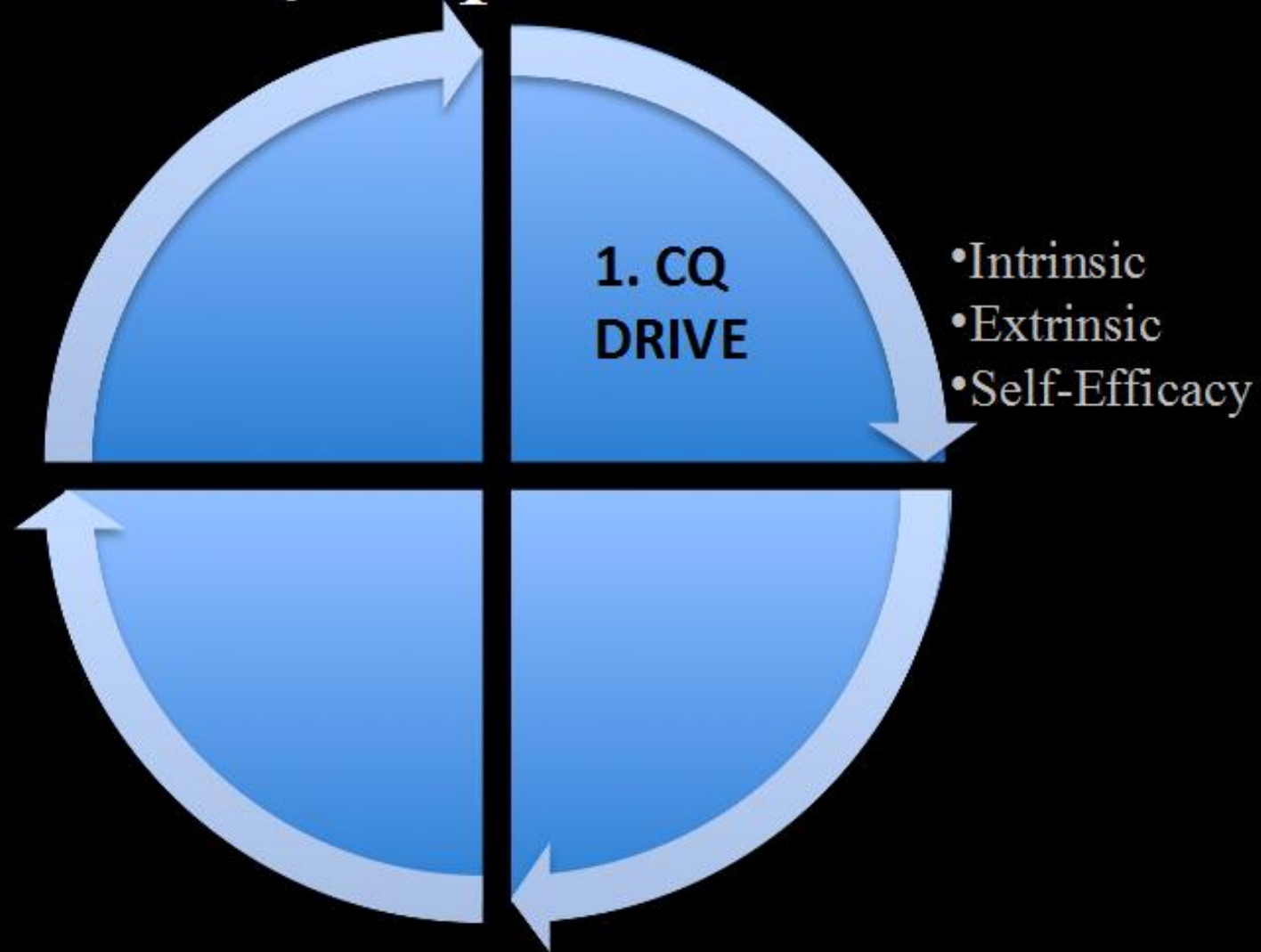
BRIDGING THE DIVIDE



CULTURAL INTELLIGENCE



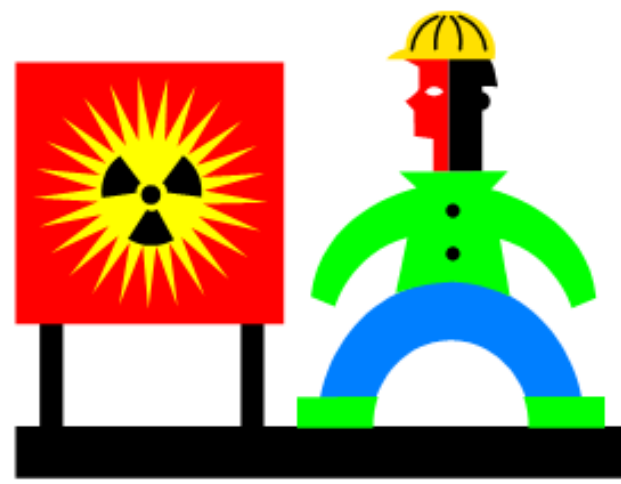
4 CQ Capabilities



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**INITIAL
ATTITUDES**

Openness
Acceptance
Trust

Suspicion
Fear
Prejudice

**INEVITABLE REACTIONS
TO CROSS-CULTURAL
ENCOUNTERS**

**Cultural
Differences**

Frustration

Confusion

Tension

Embarrassment

Choices

**COPING
STRATEGIES**

Observe
Listen
Inquire

Criticize
Rationalize
Withdraw

RESULTS

Rapport
and
Understanding

Alienation
and
Isolation

REACTIVE RESPONSES

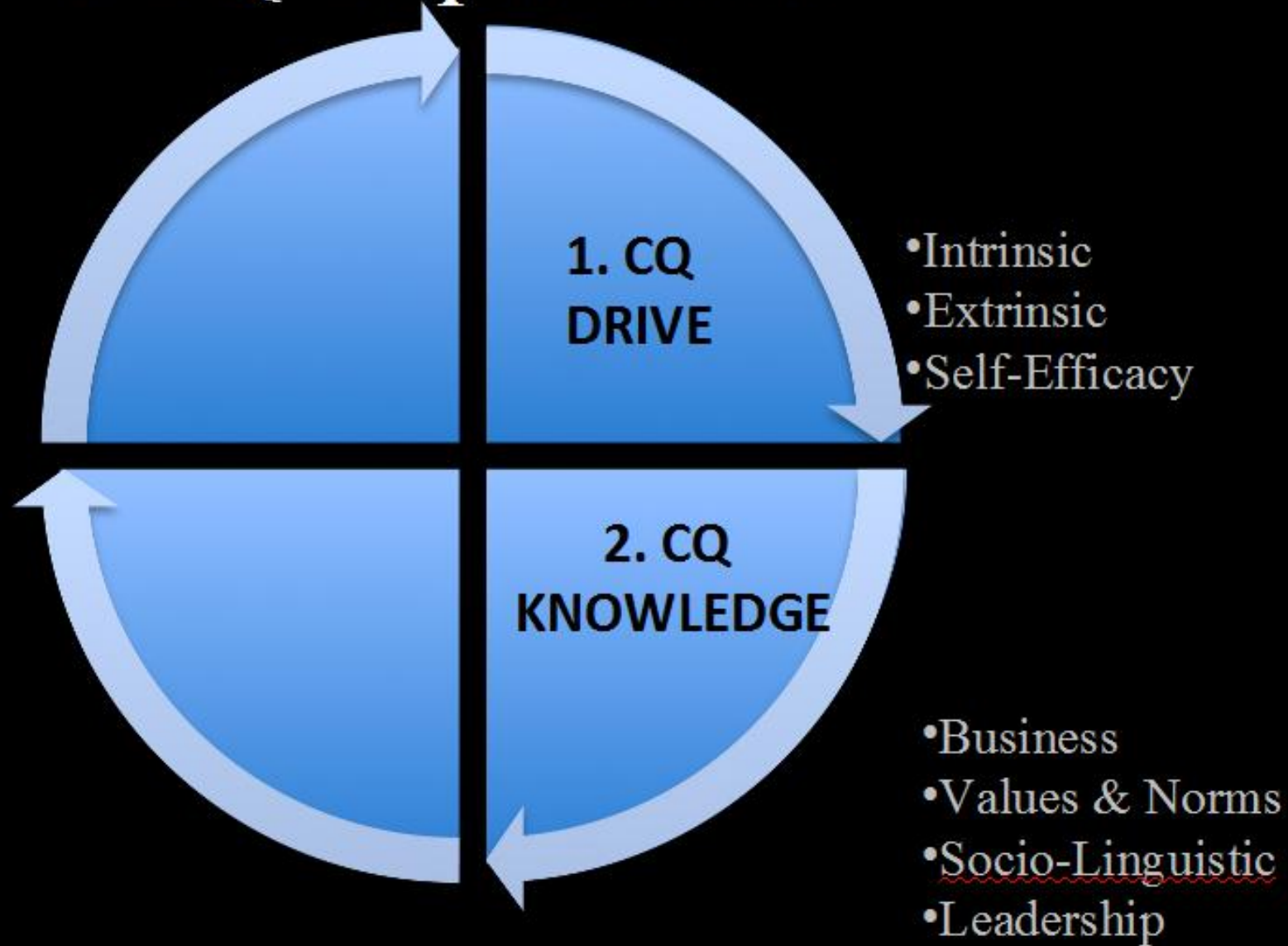
Face Your Biases



“Love It” versus “Hate It”

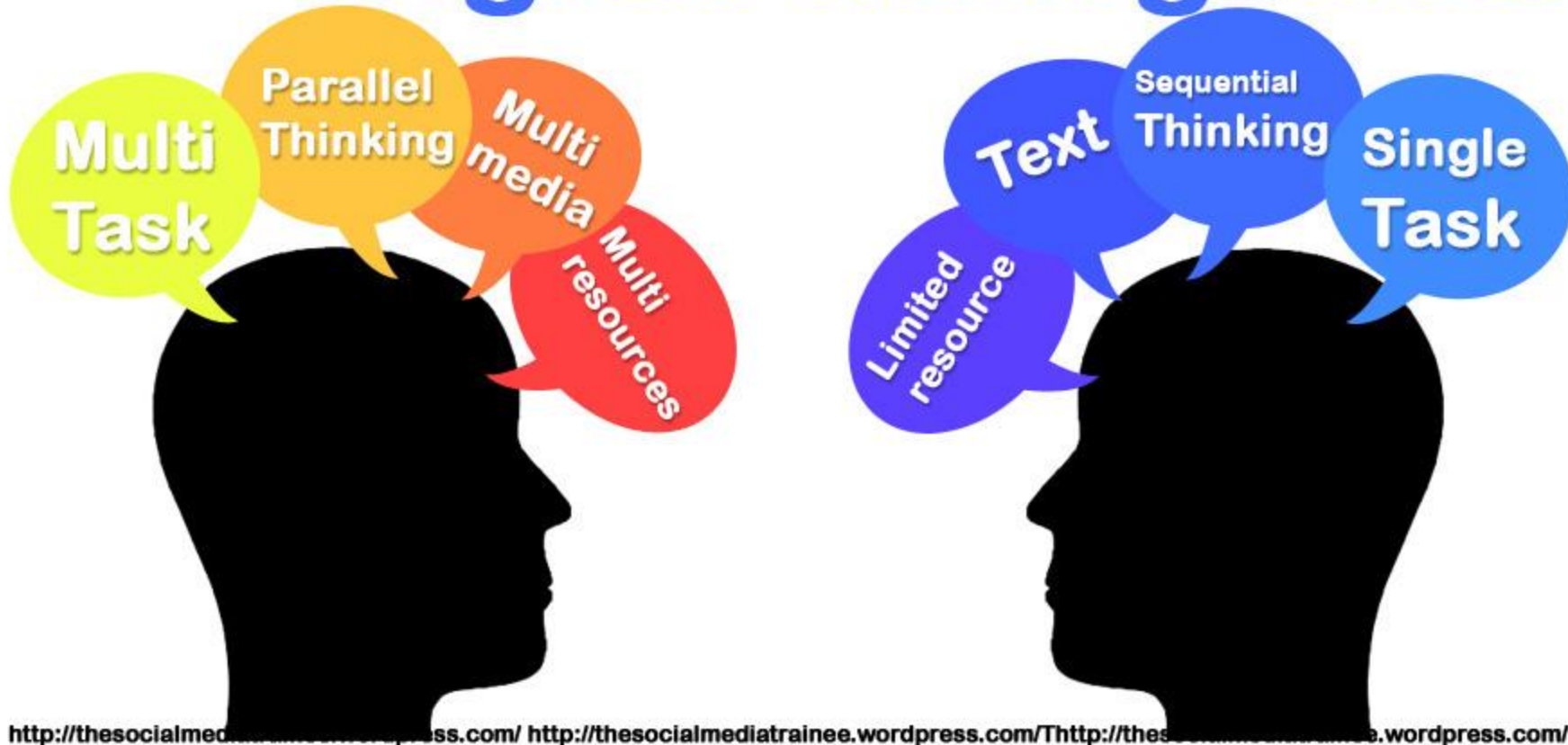


4 CQ Capabilities



Digital Native

Digital Immigrants



<http://thesocialmedia.com/> <http://thesocialmediatraine.wordpress.com/> <http://thesocialmedia.wordpress.com/>

<https://cpddalewalker.wordpress.com/2016/02/11/the-digital-student-potential-benefits-and-drawbacks-for-students-and-academics/>

4 CQ Capabilities



TAKE AWAYS

