

LESSON SCENARIO

Title

The "Cultural Intelligence (CQ) and Global Citizenship"

Abstract

The "Cultural Intelligence (CQ) and Global Citizenship" lesson is tailored to address the needs of adult learners seeking employment in a diverse and interconnected world. Cultural Intelligence (CQ) plays a pivotal role in fostering intercultural competence and equips individuals with essential skills to navigate cross-cultural interactions successfully. Through a dynamic mix of discussions, group tasks, role-playing, and a cross-cultural quiz, participants will actively explore the multifaceted aspects of cultural intelligence and its practical applications in both personal and professional contexts.

Preparation time

60 minutes.

Teaching time

60 minutes.

Learning Outcomes

By the end of this lesson, participants will be able to:

1. Demonstrate a comprehensive understanding of the concept of Cultural Intelligence (CQ) and its significance in contemporary society, particularly in the context of job-seeking and global citizenship.
2. Recognize the importance of intercultural competence in fostering empathy, mutual understanding, and respect for cultural differences.
3. Apply practical strategies to enhance Cultural Intelligence skills, enabling improved employability and meaningful contributions to global challenges.

No.	Duration	Activity description	Training methods	Materials / Equipment
1	10 minutes	<p>Introduction:</p> <ul style="list-style-type: none"> - Warmly welcome participants and introduce the topic of "Cultural Intelligence (CQ) and Global Citizenship." - Provide a thought-provoking quote or short video clip illustrating the importance of cultural intelligence in diverse workplaces and communities. - Facilitate a brief brainstorming session, allowing participants to share their initial thoughts and perceptions about the role of CQ in a globalized world. 	Non formal, Discussion, Debate, Brainstorm	Classroom, Charts, paper, pens and other materials,
2	40 minutes	<p>Development:</p> <ol style="list-style-type: none"> <p>Group Activity: Cultural Intelligence Quiz (10 minutes)</p> <ul style="list-style-type: none"> - Form diverse groups and distribute the cultural intelligence quiz, covering various aspects such as communication styles, cultural norms, and customs. - Encourage teams to collaboratively answer the questions and discuss the rationale behind their choices. - Review the quiz answers as a whole class, highlighting cultural similarities and differences, fostering a sense of shared learning. <p>Discussion: The Impact of Cultural Intelligence on Global Citizenship (15 minutes)</p> <ul style="list-style-type: none"> - Initiate an open discussion 	Role-play, debate, Group task, discussion	

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on the profound influence of Cultural Intelligence in nurturing global citizenship and fostering responsible world citizens.

- Engage participants in sharing personal anecdotes or real-life scenarios where cultural intelligence played a vital role in resolving cross-cultural conflicts.

3. **Role-Play Debate:**

Bridging Cultural Gaps (15 minutes)

- Divide participants into pairs and assign them contrasting cultural identities to role-play common workplace scenarios involving cultural misunderstandings or miscommunications.

- Each pair presents their role-play, and the audience offers constructive feedback on how Cultural Intelligence could have improved the situation.

- Form diverse groups and distribute the cultural intelligence quiz, covering various aspects such as communication styles, cultural norms, and customs.

- Encourage teams to collaboratively answer the questions and discuss the rationale behind their choices.

- Review the quiz answers as a whole class, highlighting cultural similarities and differences, fostering a sense of shared learning.

4. **Discussion:**

The Impact of Cultural Intelligence on Global Citizenship (15 minutes)

- Initiate an open discussion on the profound influence of Cultural Intelligence in nurturing global

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		<p>citizenship and fostering responsible world citizens.</p> <ul style="list-style-type: none"> - Engage participants in sharing personal anecdotes or real-life scenarios where cultural intelligence played a vital role in resolving cross-cultural conflicts. <p>5. Role-Play Debate: Bridging Cultural Gaps (15 minutes)</p> <ul style="list-style-type: none"> - Divide participants into pairs and assign them contrasting cultural identities to role-play common workplace scenarios involving cultural misunderstandings or miscommunications. - Each pair presents their role-play, and the audience offers constructive feedback on how Cultural Intelligence could have improved the situation. 		
3	10 minutes	<p>Conclusion (10 minutes):</p> <ul style="list-style-type: none"> - Summarize the key takeaways from the lesson on Cultural Intelligence (CQ) and Global Citizenship. - Encourage participants to reflect on how they can apply the concepts learned to their job-seeking endeavors, emphasizing the importance of cultural adaptability. - Provide a list of online resources, cultural training workshops, or reading materials to continue developing their Cultural Intelligence skills. 	Discussion	

Materials:

1. Cultural Intelligence Quiz handouts or digital presentation
2. Flipchart or whiteboard with markers for group discussions and role-play
3. Inspirational video clips or quotes illustrating the significance of cultural intelligence
4. Printed or projected resources on global citizenship and intercultural competence

Re. 1) **Cultural Intelligence (CQ) Quiz:**

1. What does CQ stand for in Cultural Intelligence?
 - a) Cultural Questionnaire
 - b) Cultural Quotient
 - c) Cultural Quiz
 - d) Cultural Quota

Answer: b) Cultural Quotient
2. Which of the following is NOT a component of Cultural Intelligence?
 - a) Emotional Intelligence
 - b) Cognitive Intelligence
 - c) Motivational Intelligence
 - d) Physical Intelligence

Answer: d) Physical Intelligence
3. What term refers to the ability to adapt effectively to different cultural environments?
 - a) Cultural Adherence

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- b) Cultural Sensitivity
- c) Cultural Adaptability
- d) Cultural Awareness

Answer: c) Cultural Adaptability

4. In a high-context culture, communication relies heavily on:

- a) Explicit verbal messages
- b) Non-verbal cues and context
- c) Written communication
- d) Eye contact

Answer: b) Non-verbal cues and context

5. Which term refers to the belief that one's own culture is superior to others?

- a) Ethnocentrism
- b) Cultural Relativism
- c) Multiculturalism
- d) Xenophobia

Answer: a) Ethnocentrism

6. What is the term for the ability to empathize and understand the emotions of individuals from different cultures?

- a) Emotional Intelligence
- b) Cultural Empathy
- c) Social Intelligence
- d) Cultural Awareness

Answer: b) Cultural Empathy

7. Which cultural dimension distinguishes between individualistic and collectivist cultures?

- a) Power Distance
- b) Masculinity/Femininity
- c) Individualism/Collectivism
- d) Uncertainty Avoidance

Answer: c) Individualism/Collectivism

8. In some cultures, silence is valued during conversations, while in others, it may be perceived as discomfort. Which cultural dimension is this related to?

- a) Time Orientation
- b) Communication Styles
- c) Power Distance
- d) Indulgence vs. Restraint

Answer: b) Communication Styles

9. Which type of culture tends to place a strong emphasis on rules, laws, and regulations?

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- a) High-Context Culture
- b) Low-Context Culture
- c) Collectivist Culture
- d) High Power Distance Culture

Answer: d) High Power Distance Culture

10. What term describes the ability to speak more than one language fluently?

- a) Multiculturalism
- b) Biculturalism
- c) Multilingualism
- d) Bilingualism

Answer: c) Multilingualism

11. Which dimension of Hofstede's Cultural Dimensions Theory refers to the extent to which a society tolerates ambiguity and uncertainty?

- a) Power Distance
- b) Individualism/Collectivism
- c) Masculinity/Femininity
- d) Uncertainty Avoidance

Answer: d) Uncertainty Avoidance

12. In which cultural dimension, people tend to value tradition, loyalty, and social order?

- a) Indulgence vs. Restraint
- b) Masculinity/Femininity
- c) Long-Term vs. Short-Term Orientation
- d) Power Distance

Answer: c) Long-Term vs. Short-Term Orientation

13. What term refers to the learned, shared, and transmitted values, beliefs, norms, and customs of a particular group?

- a) Culture Shock
- b) Culture
- c) Subculture
- d) Ethnography

Answer: b) Culture

14. Which of the following is NOT a dimension of Cultural Intelligence?

- a) Cultural Knowledge
- b) Cultural Motivation
- c) Cultural Adaptability
- d) Cultural Quota

Answer: d) Cultural Quota

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15. What is the ability to recognize, understand, and adapt to cultural differences while avoiding ethnocentrism?

- a) Cultural Sensitivity
- b) Cultural Awareness
- c) Cultural Relativism
- d) Cultural Empathy

Answer: a) Cultural Sensitivity

16. Which cultural dimension emphasizes assertiveness and achievement?

- a) Power Distance
- b) Individualism/Collectivism
- c) Masculinity/Femininity
- d) Uncertainty Avoidance

Answer: c) Masculinity/Femininity

17. Which term refers to the fear or dislike of foreigners or strangers?

- a) Cultural Shock
- b) Xenophobia
- c) Multiculturalism
- d) Biculturalism

Answer: b) Xenophobia

18. In which type of culture, individuals tend to value personal time and privacy?

- a) High-Context Culture
- b) Low-Context Culture
- c) Monochronic Culture
- d) Polychronic Culture

Answer: c) Monochronic Culture

19. What does the "melting pot" metaphor suggest about cultural diversity?

- a) Cultures should preserve their unique identities
- b) Cultures should assimilate into one dominant culture
- c) Cultures should coexist but not interact
- d) Cultures should share equal power and resources

Answer: b) Cultures should assimilate into one dominant culture

20. Which of the following is NOT a benefit of developing Cultural Intelligence?

- a) Enhanced cross-cultural communication
- b) Increased job opportunities in global markets
- c) Reduced chances of culture shock
- d) Decreased adaptability in diverse environments

Answer: d) Decreased adaptability in diverse environments

Re. 2) Famous Quotes



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1. "The highest result of education is tolerance." - Helen Keller
2. "The world is a book, and those who do not travel read only one page." - Saint Augustine
3. "In diversity, there is beauty, and there is strength." - Maya Angelou
4. "Culture makes people understand each other better. And if they understand each other better in their soul, it is easier to overcome the economic and political barriers." - Paulo Coelho
5. "Cultural differences should not separate us from each other, but rather cultural diversity brings a collective strength that can benefit all of humanity." - Robert Alan
6. "The great enemy of communication, we find, is the illusion of it." - William Whyte
7. "The limits of my language mean the limits of my world." - Ludwig Wittgenstein
8. "If you reject the food, ignore the customs, fear the religion, and avoid the people, you might better stay home." - James Michener
9. "Cultural intelligence allows you to bridge the gaps between different cultures, bringing harmony where there was once confusion." - David Livermore
10. "Cultural intelligence is the engine that powers the global workforce, turning diversity into a competitive advantage." - P. Christopher Earley

These quotes emphasize the importance of cultural intelligence in promoting understanding, empathy, and unity among diverse cultures, as well as its role in fostering personal growth and global cooperation.

Re. 4) Resources

1. Books:

- "Cultural Intelligence: Improving Your CQ to Engage Our Multicultural World" by David Livermore: This book provides practical strategies to enhance Cultural Intelligence (CQ) and navigate cultural complexities in a globalized world.
- "The Global Citizen: A Guide to Creating an International Life and Career" by Elizabeth Kruempelmann: This book offers insights into becoming a global citizen and embracing intercultural experiences for personal and professional growth.

2. Online Courses:

- Coursera: Coursera offers various courses on intercultural communication, global citizenship, and cultural intelligence. Some recommended courses include

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"Developing Cultural Intelligence for Leadership" and "Intercultural Communication."

- EdX: EdX provides a range of courses on global citizenship, cultural competence, and cross-cultural communication. Look for courses from reputable institutions like Georgetown University and the University of British Columbia.

3. TED Talks:

- "The Danger of a Single Story" by Chimamanda Ngozi Adichie: This TED Talk explores the power of narratives and challenges the stereotypes that arise from limited perspectives.
- "Teach Girls Bravery, Not Perfection" by Reshma Saujani: This talk encourages embracing imperfections and taking risks, fostering a growth mindset across cultures.

4. Cultural Competence Assessment Tools:

- Intercultural Development Inventory (IDI): The IDI is a widely used assessment tool that measures intercultural competence and provides insights into one's ability to navigate cultural differences.
- Cultural Intelligence (CQ) Assessment: The CQ assessment evaluates an individual's Cultural Intelligence across four dimensions - CQ Drive, CQ Knowledge, CQ Strategy, and CQ Action.

5. Intercultural Training Workshops:

- Organizations like AFS Intercultural Programs and Cultural Vistas offer intercultural training workshops for individuals and businesses to enhance their intercultural skills.

6. Global Citizenship Initiatives:

- United Nations Sustainable Development Goals (SDGs): The SDGs outline a global call-to-action to address various challenges, promoting a sense of global citizenship.
- Global Citizenship Education (GCED): UNESCO's GCED initiative emphasizes learning for peace, sustainability, and intercultural understanding.

7. Cross-Cultural Experiences:



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- **Study Abroad Programs:** Participating in study abroad programs allows individuals to immerse themselves in different cultures and gain firsthand experience in intercultural settings.
- **Volunteer and Exchange Programs:** Engaging in volunteer work or exchange programs enables individuals to collaborate with diverse communities and develop empathy and understanding.

8. Online Forums and Communities:

- **Reddit's r/GlobalCitizens subreddit:** A community for individuals interested in global citizenship and fostering intercultural understanding.
- **LinkedIn Groups:** Join LinkedIn groups related to intercultural competence and global citizenship to connect with professionals and access valuable discussions and resources.

9. European Institutions Focusing on Intercultural Education:

- **European Association for International Education (EAIE):** EAIE is a non-profit organization that promotes internationalization in higher education and advocates for intercultural understanding among students and educators across Europe.
- **European Cultural Foundation (ECF):** ECF supports cultural initiatives that foster intercultural dialogue, creative collaboration, and social cohesion throughout Europe.
- **European Centre for Modern Languages (ECML):** ECML, a part of the Council of Europe, focuses on language education and intercultural competences, providing resources and training for language teachers and educators.
- **Anna Lindh Foundation:** Dedicated to intercultural dialogue and cooperation in the Euro-Mediterranean region, the Anna Lindh Foundation promotes cultural understanding and youth engagement through various programs and initiatives.
- **European Institute for Comparative Cultural Research (ERICarts):** ERICarts is a research institute that addresses intercultural issues and cultural diversity in Europe through publications, projects, and policy recommendations.

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