



# CULTURAL INTELLIGENCE

SESSION ONE



**THANK YOU  
FOR JOINING US!**

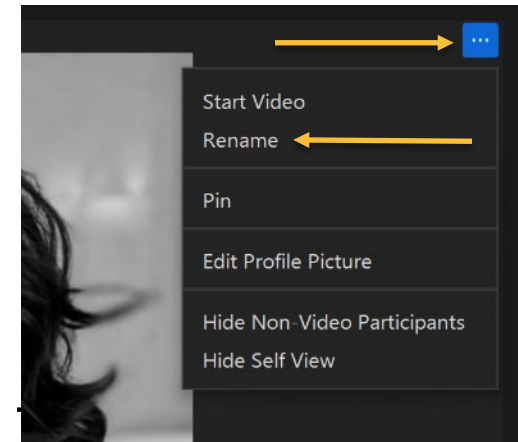
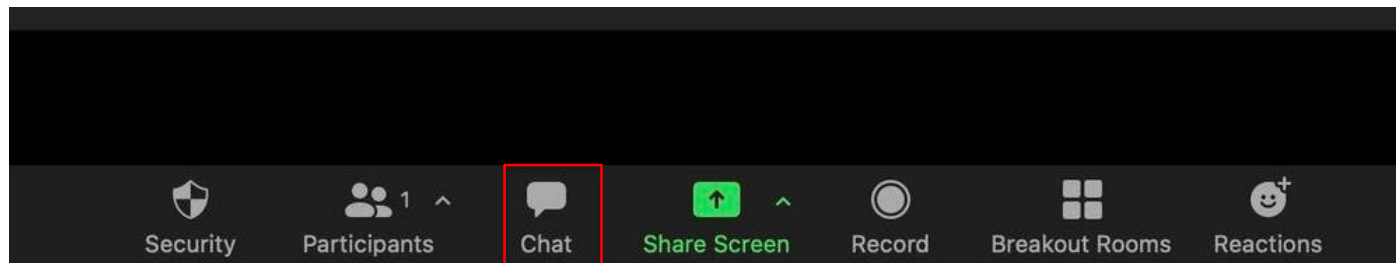


**ERICA L. MANUEL**  
*CEO & Executive Director*  
*Institute for Local Government*



# TECH OVERVIEW & HOUSEKEEPING

- All webinar participants will be on **MUTE** until the group discussion.
- Please **TYPE** any questions or comments into the **CHAT BOX** at any time during the session.



- Please check that your **SCREENNAME** and organization are listed correctly. To change your screenname, select the three dots at the top right of your video and select “Rename”.
- A recording of the main session will be shared afterwards. Breakout group conversations will not be shared.

# ABOUT ILG & THIS LEADING LOCAL WEBINAR



# NON-PROFIT, NON-PARTISAN AND HERE TO HELP

- The Institute for Local Government is the non-profit training and education affiliate of three statewide local government associations
- Together with our affiliates, we serve over 2,500 local agencies – cities, counties and special districts
- We provide practical and easy-to-use resources so local agencies can effectively implement policies on the ground



**California Special  
Districts Association**  
*Districts Stronger Together*

# EQUITY IS A CRITICAL ISSUE & OPPORTUNITY

Create learning communities

Provide technical assistance

Develop resources & offer trainings

## ILG HAS A VISION FOR LOCAL AGENCY SUCCESS

- Cross-sector collaboration, peer learning and collaboration between cities, counties, and special districts
- Greater access to free or low-cost equity-related training
- Common grounding in equity concepts and resources



# THIS WEBINAR

FREE TRAINING SERIES for LOCAL GOV'T LEADERS!

# CULTURAL INTELLIGENCE

Move beyond cultural awareness and political correctness towards more meaningful understanding with people in your community. In this new virtual training series, you will learn how to relate to and work effectively with different groups of people and across cultures to advance equity and build trust.

**SESSION 1: CULTURAL INTELLIGENCE 101**  
**WED, APR 27 | 10:00 AM - 12:00 PM**

**Free to Attend. Space is Limited. Registration Required.**

Hosted By:  In Partnership With:  Learn More & Register: [www.ca-ilg.org](http://www.ca-ilg.org)

# OUR TRAINER

- Diversity, Equity & Inclusion Learning and Education Leader
- 24 Years of HR Management Experience
  - *Public Sector, Public Education/Higher Education, Nonprofit Sector*
- 24 Years of Diversity/Inclusion Experience
- Leadership Development/Transformation Experience



**Jacques S. Whitfield**

*Diversity, Equity & Inclusion and  
Human Resources Subject Matter Expert*





# CULTURAL INTELLIGENCE UNIT SERIES

## FOUNDATIONS OF CQ

JACQUES S. WHITFIELD, JD (HE, HIM, HIS)

PRINCIPAL HR CONSULTANT/TRAINER/PRESENTER, CPS HR

# GREETINGS AND INTRODUCTION



# JACQUES WHITFIELD

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- DEI Learning and Education Team Lead
- 24 Years of HR Management Experience
  - Public Sector
  - Public Education/Higher Education
  - Nonprofit Sector
- 24 Years of Diversity/Inclusion Experience
- Leadership Development/Transformation Experience



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# GROUND RULES FOR TRAINING

Be Present

Be Actively Engaged and Participate

Don't Panic if There Are  
Technical Difficulties

Set Your Intentions to Expand Your "Worldview"

Learn and Have Fun!!



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**WHAT IF I HAVE A QUESTION DURING  
THE PRESENTATION**

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# SYLLABUS FOR TRAINING

Ice Breaker Activity

CIU Series Overview

Cultural Intelligence Defined

Agreement vs. Acknowledgement

Practical Applications

Questions and Feedback

Wrap Up



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**THIS IS A SAFE SPACE**



TWO WAYS OF BEING TO EXPERIENCE TODAY



ICE BREAKER  
ACTIVITY:

ROSE, BUD,  
THORN

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# ROSE, BUD, THORN.....

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- Rose – Something that you're **GRATEFUL/THANKFUL** for.....
- Thorn – Something that you're **CHALLENGED** about.....
- Bud – Something that you're **HOPEFUL** about.....



POP QUIZ!!!!!!!!!!

TRUE OR FALSE

HUMANS CAN BE  
DIVIDED INTO THREE  
SCIENTIFIC GROUPS:  
CAUCAZOID,  
MONGOLOID AND  
NEGROID

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TRUE OR FALSE

THERE ARE MORE MEN IN  
THE UNITED STATES  
THAN WOMEN WHO  
HAVE COLLEGE DEGREES

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## TRUE OR FALSE

WHEN THE EUROPEANS ARRIVED IN AMERICA IN THE 15<sup>TH</sup> CENTURY, THERE WERE APPROXIMATELY 1 MILLION NATIVE AMERICANS LIVING IN THE LAND WHICH COMPRISES THE UNITED STATES. TODAY, THERE ARE OVER 5 MILLION NATIVE AMERICANS LIVING IN THE UNITED STATES.

# TRUE OF FALSE

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California, Oregon,  
Colorado, New Mexico,  
and Texas were states in  
the Republic of Mexico  
before they were states in  
the United States.

# TRUE OR FALSE

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- THE MOST COMMON NAME IN THE WORLD IS JOHN (JUAN)





# TRUE OR FALSE

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75% OF DISABLED  
PEOPLE LIVING IN THE  
UNITED STATES WERE  
ACTUALLY BORN WITH  
THEIR  
PHYSICAL/MENTAL  
IMPAIRMENTS.



TRUE OR FALSE

THE WORLD'S  
LARGEST ORGANIZED  
RELIGION IS  
CHRISTIANITY

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TRUE OR FALSE

IMMIGRANTS FROM  
THE CONTINENT OF  
AFRICA ARE AMONG  
THE HIGHEST  
EDUCATED GROUPS  
IN THE UNITED  
STATES.



TRUE OR FALSE

NATIVE AMERICANS  
BECAME LEGAL CITIZENS  
OF CALIFORNIA WHEN  
THE STATE ENTERED THE  
UNION IN 1850

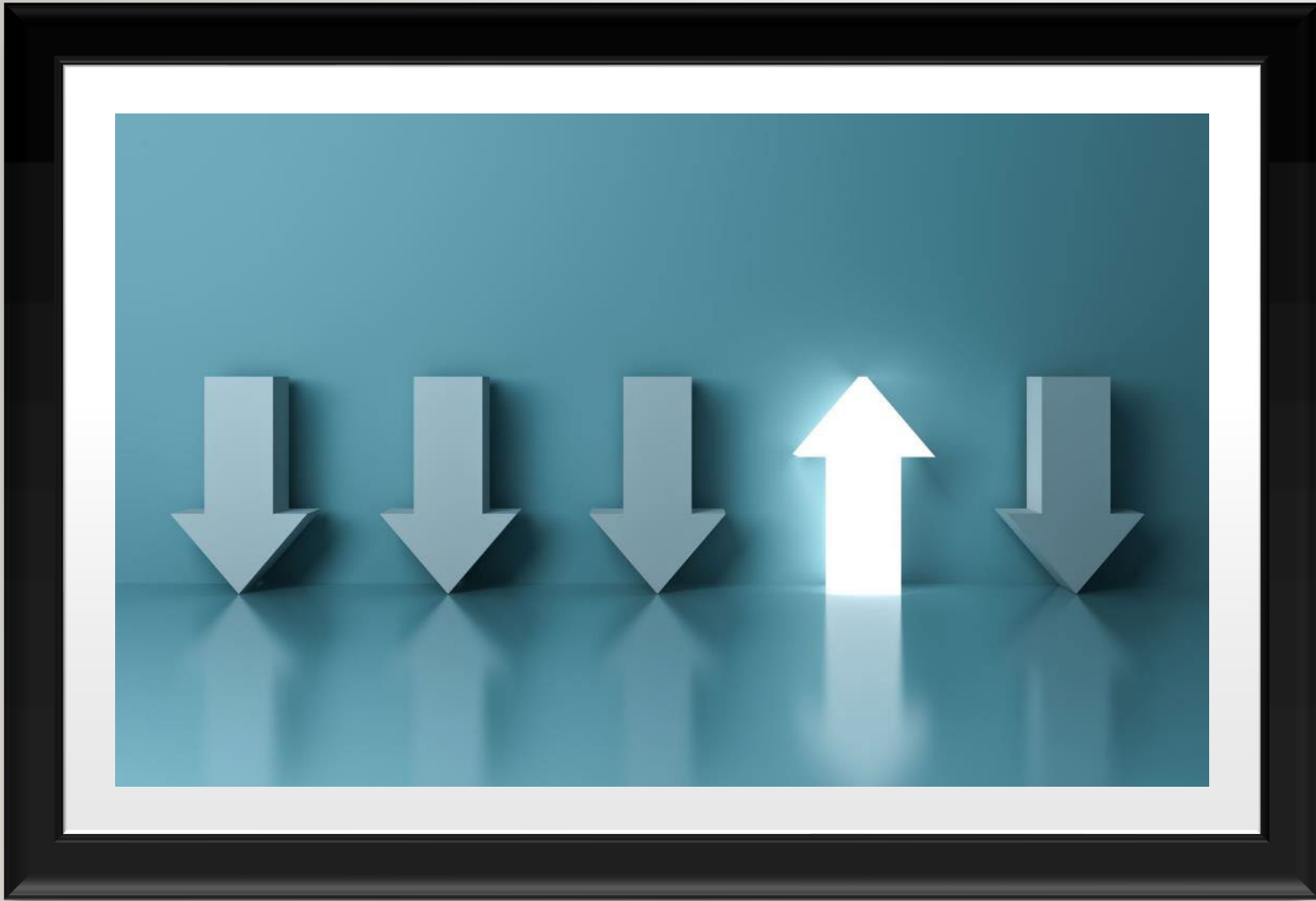
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**FEEDBACK**



HOW DO WE  
HOLD MULTIPLE  
COMPETING  
“TRUTHS”?????

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# CULTURAL INTELLIGENCE

# A GRASSHOPPER IS:

- Pet
- Pest
- Appetizer



CULTURAL  
INTELLIGENCE

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# CULTURAL INTELLIGENCE

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Cultural intelligence or cultural quotient (CQ) is having the capacity to relate and work effectively with different groups of people and across cultures

# CULTURAL INTELLIGENCE

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It articulates core competencies and skillsets that organizations have the ability to cultivate and develop among its team members and leaders through the staff development process to promote greater diversity and inclusion within those organizations.


# CULTURAL INTELLIGENCE

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## EMOTIONAL INTELLIGENCE

- Self Awareness
- Self Management
- Social Awareness
- Relationship Skills
- Responsible Decision-Making

## CULTURAL INTELLIGENCE

- Self Awareness
  - Holding “Neutral Space” (No Judgment)
  - Situational Awareness
  - Acknowledgment and Alignment
  - Multiple Perspectives and “Worldviews”
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# CULTURAL INTELLIGENCE

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Maximum self-awareness and situational awareness which gives the ability to discern and articulate those attributes and characteristics that unite groups of people and differentiates groups of people.

## BIRTH AND CIRCUMSTANCES

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# CULTURAL INTELLIGENCE

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Requires the ability to suspend judgment while assessing and evaluating any given cultural situation.

# CULTURAL INTELLIGENCE

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It is a recognition that there is no one dominant worldview, but rather multiple worldviews that each deserve equal acknowledgment, respect and recognition.



# AGREEMENT VS. ACKNOWLEDGEMENT

# AGREEMENT VS. ACKNOWLEDGEMENT

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Essential Element in Mastering Cultural Intelligence

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Agreement is Being in Complete “Ownership” of ONE Particular “Worldview”

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Agreement is a Binary Relationship – “Them” vs. “Us” – JUDGMENT

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Acknowledgement is the Ability to Hold Multiple and Competing “Truths”

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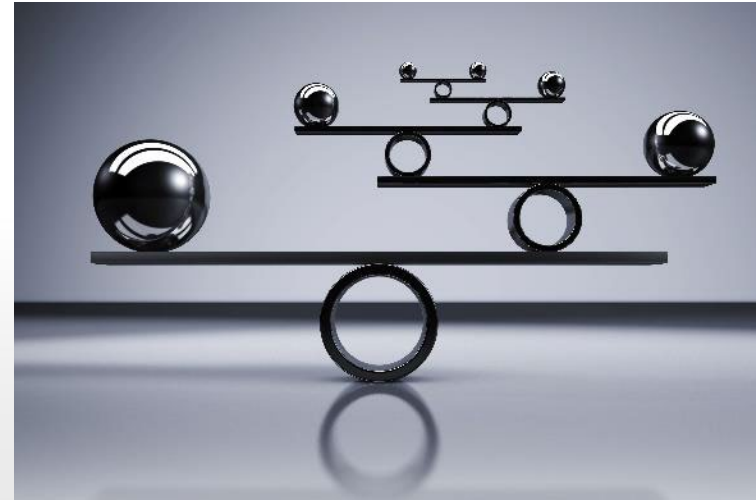
Acknowledgement Recognizes Multiple “Worldviews”

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Acknowledgement is NOT Binary --- Harmonious Coexistence

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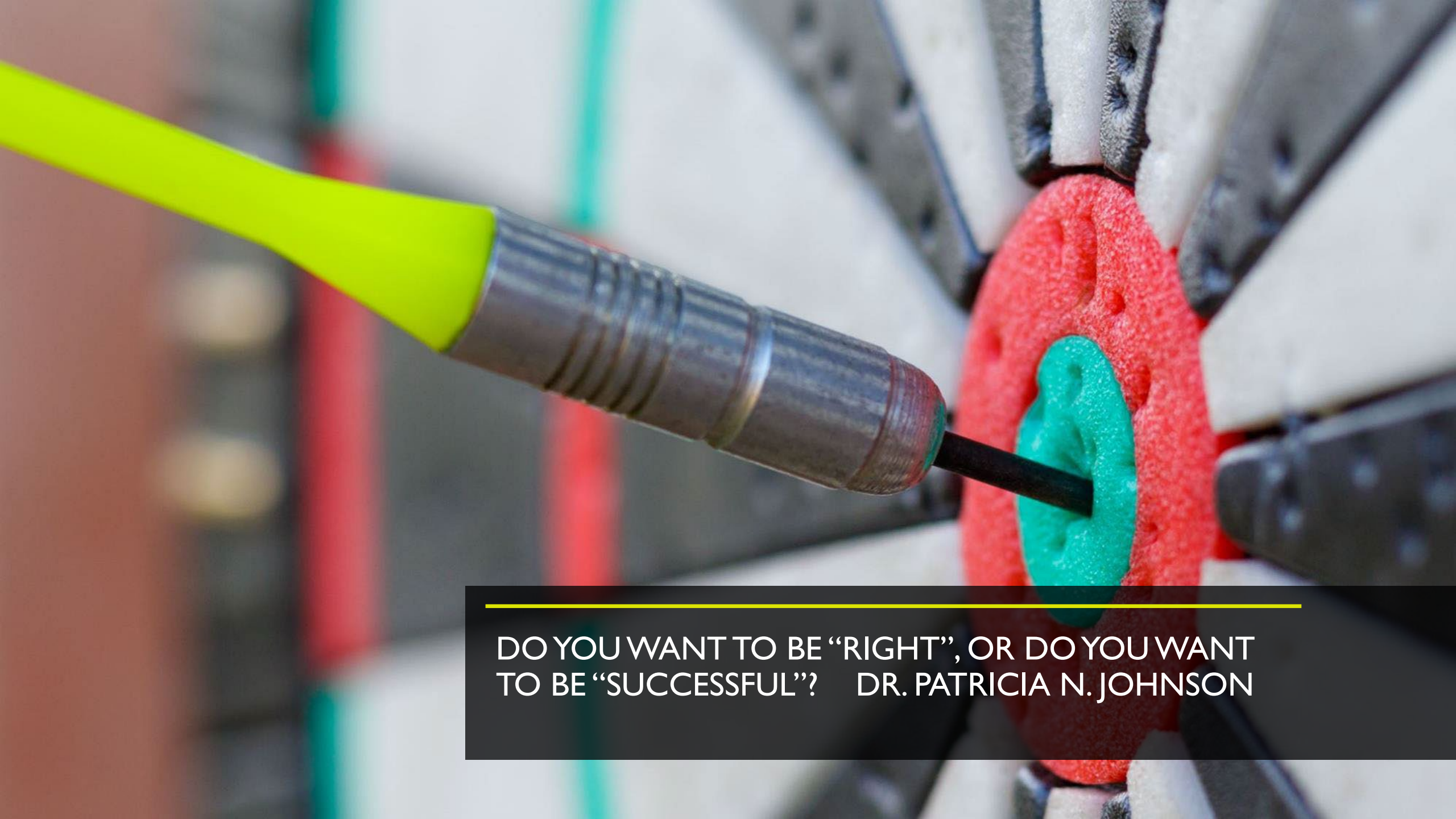




**ACKNOWLEDGEMENT LEADS TO ALIGNMENT**

ALL HUMAN  
BEINGS WANT  
TO BE:

- Seen
- Heard
- Valued
- Appreciated
- Connected
- Understood
- Protected and Safeguarded



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DO YOU WANT TO BE “RIGHT”, OR DO YOU WANT  
TO BE “SUCCESSFUL”? DR. PATRICIA N. JOHNSON

# WHAT POSITIVE ACTION STEPS CAN WE TAKE TO MEET THIS MOMENT

- Accept the Challenge to Grow into Our “American Ideal”
- Actively Practice Acknowledgement Over Agreement
- Embrace “Conflict” as a Healthy Growth Process
- Recognize the Humanity in Everyone, Especially When They Don’t Agree With Your Perspective
- Get Comfortable Being Uncomfortable
- This is a Marathon, Not a Sprint



**FEEDBACK**



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## READING LIST



# READING LIST FOR CULTURAL INTELLIGENCE

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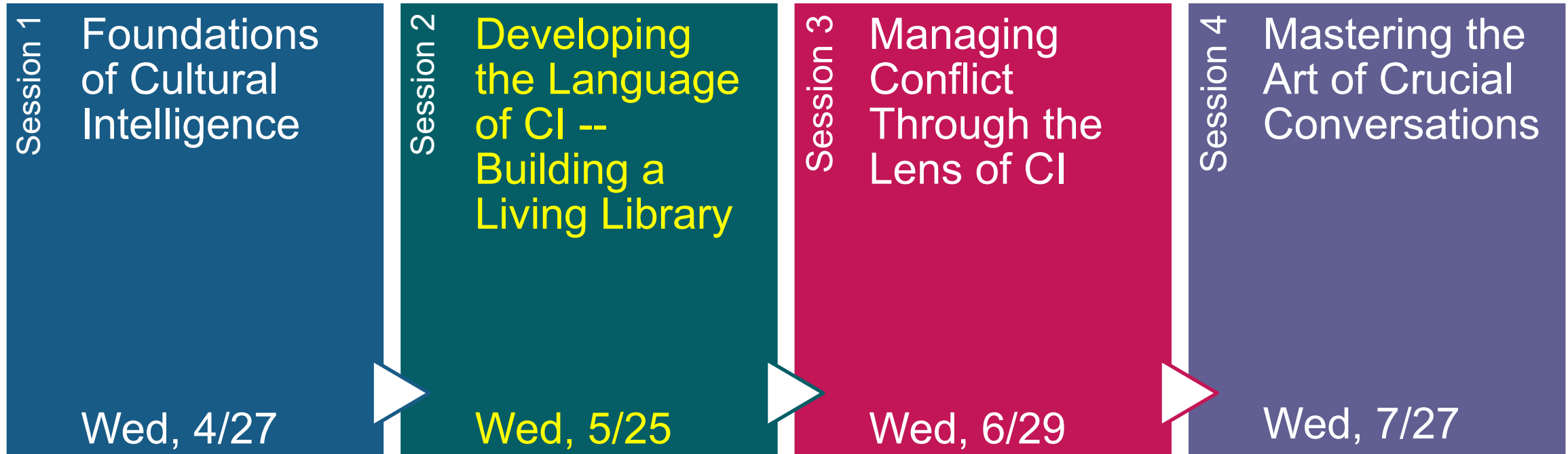
- **“The Four Agreements”**, Don Miguel Ruiz
- **“Outliers”**, Malcolm Gladwell
- **“Growth Mindset”** Dr. Carol Dweck
- **“Sapiens”**, Yuval Noah Harari
- **“Daring Greatly”**, Brene Brown

# QUESTIONS AND FEEDBACK

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# REGISTRATION OPENS SOON FOR SESSION 2



- Free to participate
- Advance registration required
- Space is limited to 50 people per session
- Local government staff and officials ONLY

# NEW SERIES LAUNCHING THIS WEEK



**FREE WEBINAR SERIES**

## **LEADING LOCAL: BRIDGING DIVIDES**

**PRACTICAL SKILLS FOR LOCAL GOV'T LEADERS  
SEEKING TO BRIDGE DIVIDES BETWEEN  
COLLEAGUES, CONSTITUENTS & THE COMMUNITY**

**SESSION 1: WED, MAY 11, 2022  
12:00 PM - 2:00 PM**

**REGISTRATION IS FREE. SPACE IS LIMITED.  
RSVP REQUIRED.**

HOSTED BY: 

IN PARTNERSHIP WITH:  Braver Angels

**WWW.CA-ILG.ORG**

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# CONTACT US WITH ANY QUESTIONS



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# RECORDING AVAILABLE SOON



The recorded presentation and materials will be shared electronically with all attendees a few days after the webinar.



**THANK YOU FOR  
JOINING US**

