



# CULTURAL INTELLIGENCE

ABOUT ILG'S NEW TRAINING SERIES



**THANK YOU  
FOR JOINING US!**



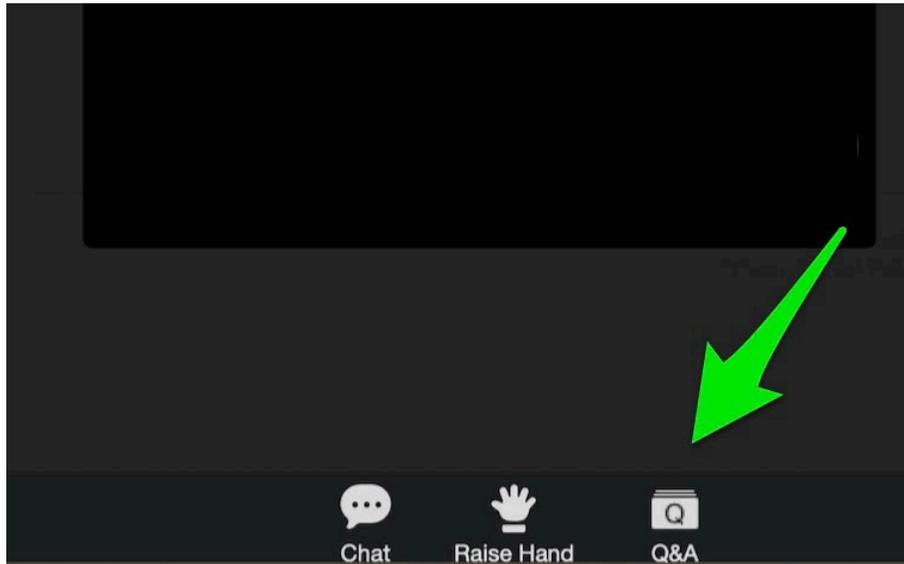
*Host & Moderator*

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



# TECH OVERVIEW & HOUSEKEEPING

- All webinar participants will be on **MUTE** for the duration of the event.
- Please **TYPE** any questions or comments into the **Q&A BOX** at any time during the session.



- A recording of the session will be available by tomorrow.

# 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*

# ILG'S PROGRAMS AND SERVICES

## Program Areas

Leadership & Governance

Civics Education & Workforce

Public Engagement

Sustainable & Resilient Communities



## Services

Education & Training

Technical Assistance

Capacity Building

Convening

Our mission is to help local government leaders **navigate complexity, increase capacity & build trust** in their communities

# A WIDESPREAD NETWORK OF LOCAL GOV'T LEADERS



58 Counties

482 Cities

2,500+ Special Districts

20,000+ Local Agency Leaders



In a recent survey,

64%

of local governments are struggling with understanding **implicit bias**, talking about **equity** and navigating **difficult conversations**.

# 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.

**INFORMATIONAL WEBINAR ABOUT THE SERIES**  
**WED, APR 6 | 12:00 - 1:00 PM**  
**via Zoom**

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

What is

Cultural Intelligence ...



# CULTURAL INTELLIGENCE DEFINED

- Cultural intelligence, or cultural quotient (CQ), is having the capacity to relate to and work effectively with different groups of people and across cultures
- Cultural intelligence goes beyond cultural awareness and political correctness
- It articulates the core competencies and skill sets necessary for true diversity and inclusion to exist within your organization and your community



# ASK THE EXPERT

- 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*



# ABOUT THE CULTURAL INTELLIGENCE TRAINING SERIES

# FOUR 2-HOUR SESSIONS



- Free to participate
- Advance registration required
- Space is limited to 50 people per session

# FOUNDATIONS OF CULTURAL INTELLIGENCE

Discussion will include:

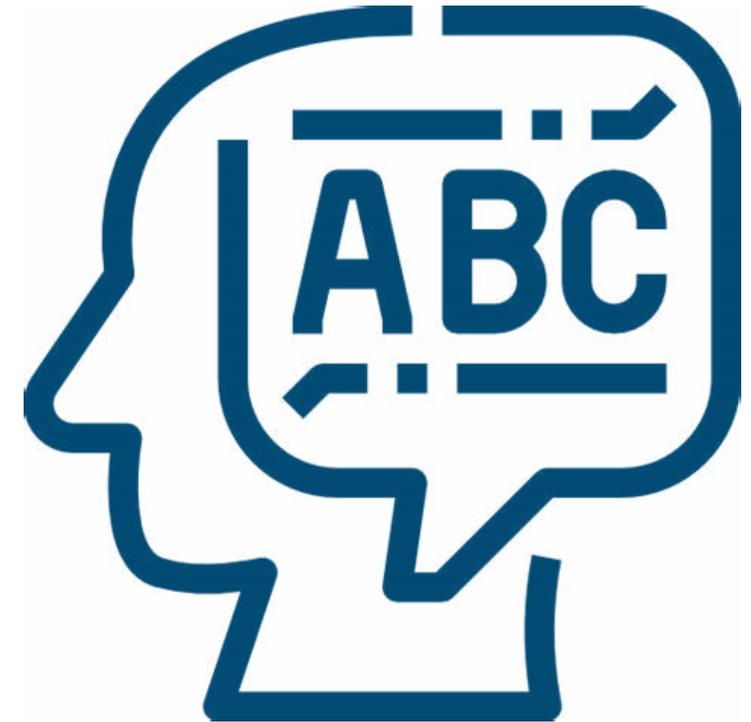
- A More Effective Modality of Employee and Community Engagement
- Operationalizing Emotional Intelligence in a DEI Framework (Big-C “Culture” and little-c “culture”).
- The Five Pillars of CI
- Understanding the Distinction Between “Agreement” and “Acknowledgement”
- Seeking Alignment, Not Agreement
- Transactional vs. Transformation



# DEVELOPING THE LANGUAGE OF CI

Discussion will include:

- Understanding the Power of Words to Transform People and Organizations
- Understanding the ABC's of DEI in a Post-2020 World
- Understanding How Words Create Safety, Engagement and Connection Among People and Teams
- Common Language Creates Common Understanding – The Key to Maximum Engagement



# MANAGING CONFLICT THROUGH THE LENSE OF CI

Discussion will include:

- Conflict – The New Key Performance Indicator for Growth and Transformation
- Exploration of Conflict Through Traditional Lens
- Exploration of Conflict Through the Post-2020 Lens
- Acquiring tools and resources for navigating conflict within individuals, groups of people and organizations to create Organizational Transformation



# MANAGING THE ART OF CRUCIAL CONVERSATIONS

Discussion will include:

- Understanding the Power of Language to Create Transformative Change
- Definition of “Crucial Conversation”
- Communicating for Advocacy vs. Communicating for Understanding
- Provide Practical and Timely Guidance on how to engage employees and teams around the complex and passionate issues with transparency and accountability



# WHAT QUESTIONS DO YOU HAVE?



# REGISTRATION OPENS SOON FOR SESSION 1



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

# STAY CONNECTED TO STAY INFORMED

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newsletter

[www.ca-ilg.org  
/stayinformed](http://www.ca-ilg.org/stayinformed)

# RECORDING AVAILABLE SOON



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



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JOINING US**

