

CCAITM

Cross-Cultural
Adaptability
Inventory



Info Kit

Learning Overview

The *Cross Cultural Adaptability Inventory* workshop is a powerful experience that helps participants identify their personal areas of low cultural understanding and provides examples of ways to improve them. Participants will identify their individual strengths and weaknesses in four skill areas that are fundamental to effective cross-cultural communication and interaction: Emotional Resilience, Flexibility/Openness, Perceptual Acuity, and Personal Autonomy.

Learning Outcomes

Through this workshop, participants will learn how to:

- Be more successful in cross-cultural interactions
- Participate more effectively in multi-cultural discussions
- Develop readiness for travel or study abroad
- Access their competencies for relocating to another culture
- Improve their productivity as a member of intercultural virtual teams and work groups
- Select and train global leaders
- Contribute to a corporate culture that values and embraces cultural diversity

Audience

The *Cross-Cultural Adaptability Inventory* is designed for multi-national corporations, pre-departure training, and diversity programs.

Agenda

The *Cross-Cultural Adaptability Inventory* takes approximately 20 minutes to complete and score. You can expand the learning into a 2 – 7 hour session.

- Getting started
- Awareness of culture and cultural identity
- Administration of the CCAI
- Expectations regarding travel to another culture
- Causes of difficulties across cultures
- Characteristics and/or abilities that enhance cross-cultural interaction
- CCAI prediction, scoring, profiling, and interpretation
- Small group practice of the CCAI dimensions
- Action planning
- Closure

Product Components



Facilitator Set

The *Cross-Cultural Adaptability Inventory* Facilitator Set includes a detailed step-by-step Facilitator Guide with instructions for planning and delivering a full day learning experience. Also included in the Facilitator Set are samples of the Self-Assessment, the Cultural Passport to Anywhere, and Action Planning Guide.



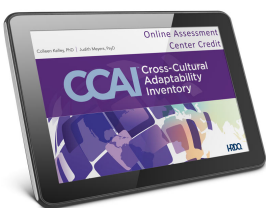
Cultural Passport to Anywhere & Action-Planning Guide Set

This set is designed to be used with the Facilitator Guide and Self-Assessment. This set includes the *Cultural Passport to Anywhere* and the *Action-Planning Guide*. The *Cultural Passport to Anywhere* gives participants an opportunity to explore their cultural background and identify the effects of their interactions with persons and situations that are from other cultures. The *Action-Planning Guide* helps participants develop strategies for implementing changes in their behaviors and attitudes based on the information gained from the Self-Assessment and other workshop activities.



Paper Assessment

The paper assessment booklet contains instructions for completing the assessment, the assessment items, the scoring form, directions for scoring and charting results, and basic interpretive information.



Online Assessment

The online assessment contains items identical to those in the paper assessment booklet and generates a personalized PDF report for participants, with their results already calculated.

To order your materials for *Cross-Cultural Adaptability Inventory* contact our Customer Service Team at 800-633-4533 or visit HRDQstore.com/cultural



CCAI[™] **Cross-Cultural
Adaptability Inventory
*Facilitator Guide***

Colleen Kelley, PhD | Judith Meyers, PsyD

Topical Overview of the Design

- Getting started
- Awareness of culture and cultural identity
- Administration of the **CCAI**
- Expectations regarding travel to another culture
- Causes of difficulties across cultures
- Characteristics and/or abilities that enhance cross-cultural interaction
- **CCAI** prediction, scoring, profiling, and interpretation
- Small group practice of the **CCAI** dimensions
- Action planning
- Closure

Suggested Step-by-Step Process for Using the **Passport**

Getting Started (15 minutes)

1. Make introductory comments. You may wish to include topics such as these:
 - Introduce yourself and make sure that the participants have met each other.
 - Outline the goals of the session.
 - Provide a brief overview of the sequence of events.
 - Suggest behavioral guidelines (openness, experimentation, etc.) that will help participants to maximize their learning during the session. (10 minutes)
2. Tell participants that you will give them a copy of the **Cultural Passport to Anywhere**, emphasize the importance of not reading ahead, and distribute a copy of the **Passport** to each participant. (5)

Passport Page 3 (5 minutes)

3. Tell participants to turn to the “To the Bearer” section of the **Passport**. Summarize the information in this section. This includes the purpose of the **Passport** and the importance of answering the questions candidly.
4. Instruct participants to personalize the **Passport** by writing their name and nationality in the spaces provided. (5)

Passport Pages 4–6 (45 minutes)

5. Introduce the concept of culture, and give a brief definition and lecturette on the subject. Here are some points you might include:
 - Culture can be defined as ways of perceiving, thinking, feeling, and behaving, that are shared and accepted (customary) by a group of people.
 - Cultures are traditionally associated with nations and geographic locations, but other cultures cut across these boundaries (religions, age groups, academic communities, etc.) and subcultures exist within cultures (churches, schools, industries, etc.)
 - Everyone has a cultural background.
 - Cultural background is closely tied to early learning experiences and shapes a person’s cultural identity.
 - Both cultural background and cultural identity shape our view of the world and influence our cross-cultural interactions.
 - Most people pay little attention to, or are unaware of, how cultures have influenced them.
 - Many people feel uncomfortable asking another person questions about his/her culture.
 - Awareness of how our cultural identity and experiences bias our perceptions can be the first step in expanding our viewpoints and becoming more effective cross-culturally.
 - Mutual discussion with others about cultural backgrounds and identities can also dispel misconceptions and expand our viewpoints. (10)
6. Direct participants to begin exploring their own cultural background and identity by answering the questions on Pages 4–6 of the **Passport**.
 - Emphasize that they should not go beyond these pages, and write the page numbers on a flipchart.
 - State that participants are not being asked to give exhaustive answers to the questions. Explain that this is a beginning and that more can be added to the lists later. (10)

Passport Page 20 (40 minutes)

- 41.** Inform participants that it is now time to think about how to continue to improve on the **CCAI** dimensions.

- 42.** Direct participants to:
 - a. Discuss with their small group ways in which they can continue to improve their cross-cultural adaptability.
 - b. Plan next steps for this improvement.
 - Tell them to be as specific as possible and include what they will do, how, and by when.
 - Encourage them to set up a way to support each other in accomplishing these steps and to set a date to review progress.
 - The **CCAI Action-Planning Guide** can be very useful in implementing this process. (30)

- 43.** Write the following incomplete sentence on your flipchart, and call for “intention statements” from participants to the total group:

“As a result of working through the **Passport** I intend to...” (5)

- 44.** Close the session by summarizing the activities that the participants have completed and the goals that they have accomplished during the session. Make additional points such as these:
 - a. Awareness of our cultural identities and characteristics allows us to utilize our strengths, recognize our weaker areas, and take steps to strengthen them.
 - b. Change requires effort, practice, feedback, and support. The rewards, however, can be well worth the price. (5)

- 45.** Read the final page of the **Passport** aloud.

CCAITM Cross-Cultural
Adaptability Inventory
*Cultural Passport
to Anywhere*

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Cultural Identity

What do you bring forward in your life out of your cultural background?

What parts of your cultural background have you moved away from or left behind?

Check-In

Below are some adjectives that describe feelings. Circle those adjectives that describe your feelings regarding your trip to the new country. Draw boxes around those feelings that you want to have regarding the trip to the new country. Add your own adjectives in the spaces provided.

Excited

Happy

Nervous

Relaxed

Sad

Eager

Moody

Calm

Worried

Thoughtful

Curious

Delighted

Tense

Wondering

Ready

Rushed

Bored

Content

Relieved

Lonely

Ecstatic

Confident

Secure

Confused

Apathetic

Adventuresome

Awesome

CCAI[™] **Cross-Cultural
Adaptability Inventory
*Action-Planning Guide***

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CCAI™ Cross-Cultural Adaptability Inventory *Action-Planning Guide*

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In the **CCAI Self-Assessment Profile** you plotted your “raw” scores on a circular graph. Each ring of that graph corresponds to a “stanine” or standard score. In this way the profile compares your scores to those of a large number of people who have previously completed the inventory. The midpoint between the fifth and sixth rings represents the average score for these people; about two-thirds of them scored between the third and seventh rings out from the center circle on each of the **CCAI** scales.

Although it is interesting to know how your scores compare to those of others, it is most important to look at how your own scores compare with each other. Comparing your scores on the four **CCAI** dimensions can help you to see whether you have stronger and weaker areas. Your score nearest the outer edge of the circle graph is your strongest area; your score nearest the center of the circle graph is an area that you may want to improve.

In order to increase your skill in these cross-cultural dimensions, it is important to take appropriate actions. If you scored high overall, be wary of the tendency to be complacent. It is always possible—and even fun—to continue to grow cross-culturally. Think about committing yourself to a long-range plan for developing yourself. What can you do to raise your chances for success when interacting with those of other cultural backgrounds?

In addition to becoming stronger on the four **CCAI** dimensions, cross-cultural adaptability can be increased by learning the native language of those with whom you are interacting, by studying their culture, and by living in their surroundings. Finally, your cross-cultural abilities will be called upon more in some cultures than in others, depending on the “fit” of the culture with your own personality and preferences.

Here are some suggestions for increasing your cross-cultural adaptability. In the pages that follow, find the section that corresponds to your weakest area. If there are specific item numbers associated with a suggestion, those numbers are listed in parentheses behind the suggestion. Blank lines are included with each dimension so that you can add ideas of your own. In each section, place a check mark in the box in front of the item you would most like to work on. Then create an action plan, using the form provided on the last page.

PA Personal Autonomy

(clear personal value system, strong sense of identity, self-directed, self-respecting)

- Clarify your personal values. Make a rank-ordered list of what you stand for or what is genuinely important to you. Examples of values include privacy, love, money, loyalty, and honesty. Identify those things that mean most in life to you and what makes them so important to you. (Item 41)
- Tell someone about your personal values. Or take appropriate actions based on your values. For example, if you value fitness, work out or practice a sport. If you value love, find a way to show caring for another person. (Items 25, 47, 6)
- Make a decision on the basis of what you find important in a situation, regardless of what others may value. For example, if you think it is important to work on a project and others want to go to a movie, work on the project. Or identify a similar situation in the past when it was difficult for you to make such a decision. Think about what made it difficult for you and how you can create a better outcome next time. (Items 35, 25, 17, 6)
- Learn to value other people who are different from yourself. Seek them out and find things that you respect or admire in them. This is especially challenging with people about whom you have negative stereotypes. If possible, read a book or watch a movie that will broaden your understanding and respect. (Items 12, 47)



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