Building Cultural Intelligence

Educate Yourself

• Read a book on the culture of a country where someone you’ll be collaborating with was raised.

• Watch documentaries on the culture as well as movies and TV series produced in that country to get a sense of the values, beliefs, and philosophies held by its people.

• Find a mentor who’s familiar with that culture and who can help you achieve more familiarity with it.

• Take courses and training programs that use cultural awareness case studies, role play, simulations, and other interactive learning activities.
Best Practices: Facilitating Virtual Meetings

Planning:
• Make use of time zone tools (e.g. World Clock, Q-Clock)
• Prepare agenda with topic categories, time per topic
• Send agenda and pre-reading content to participants at least 24 – 48 hours in advance

Facilitating and Follow Up:
• Establish meeting ground rules
• Recap key decisions, action items, next steps at end of meeting
• Distribute minutes, actions items and due dates after meeting
Best Practices:
E-mail Protocol

• Organize your message using **bullet points, numbers, short paragraphs, questions**

• Provide **reasonable and explicit timeframe** for a response

• If using idioms, slang, and acronyms, **define them**

• Remember humor, sarcasm, and irony **often do not translate well**

• Include an **“Action List”** at the end

• Maintain a **friendly tone**