



Taskmaster to Trust-Builder: How Leaders Use Cultural Intelligence to Boost Productivity and Diversity

What makes it so hard to talk with people who are different?

For Common Vocabulary:

- **Cultural Intelligence** – enables us to be in _____ with a person who is different from us so that they feel safe, seen & valued. The 5 elements are...
 1. Curiosity
 2. _____
 3. Courage
 4. _____
 5. Compassion
- **Culture** – the name we give to a set of attitudes, values, goals and behaviors that a group of people have in _____.
 - Dominant culture – a group that is the most _____, widespread, or influential within a social or political entity.
 - Non-dominant culture – a distinct group that coexists with but is _____ to the more dominant group.

Cultural self-_____ empowers us to care better for ourselves and others.

To be effective in cross-cultural conversations, we need both Cognitive Trust and _____ Trust.

- Cognitive Trust includes _____, skills and _____.
- Affective Trust includes _____, _____ and relationship.

What three tools can you use to build trust with just about any colleague and client?