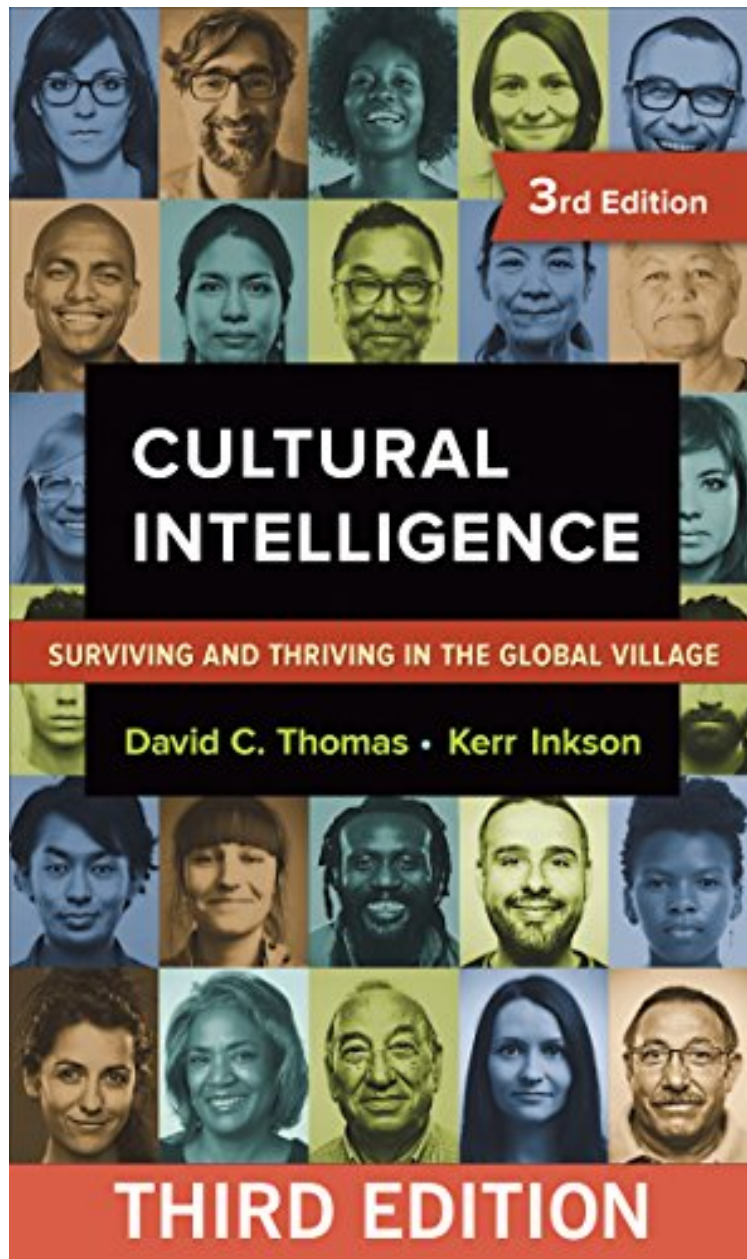


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Cultural Intelligence: Surviving and Thriving in the Global Village

David C. Thomas, Kerr C. Inkson
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David C. Thomas, Kerr C. Inkson : Cultural Intelligence: Surviving and Thriving in the Global Village before purchasing it in order to gage whether or not it would be worth my time, and all praised Cultural Intelligence: Surviving and Thriving in the Global Village:

0 of 0 people found the following review helpful. Just Okay, Not much SubstanceBy SKThe book was okay if you

have no experience with other cultures. (That is, if you don't know that people from other countries have different cultures, which affects their behaviors and, therefore, also have different expectations of how you behave.) If you do have some experience with other cultures, then the book will read like a lot of buzz words thrown together. Cultural intelligence (CQ) is essentially your capacity for social learning in the context of engaging with individuals from different cultures. Social learning is that you pay attention to the social setting around you, retain knowledge from that situation, reproduce the behavior you learned from that situation, and you get reinforcement about how that behavior was either good or bad in similar social settings. For example, in the West we shake people's hands. You probably learned that from being introduced to it in some social setting in which you were very young. You have socially learned that behavior. Apply a similar mindset to when you go abroad or engage with culturally diverse groups, and you'll develop your CQ. The more adept you become, the more you'll recognize the interplay of a country's culture, history, values, etc. Some of the examples are good and other examples are bad. It seemed to me that the author, in writing a book about avoiding judgment of other cultures, passes judgment on characters in the stories. In one chapter the author tries to explain how the development of country-specific skills (a "laundry list") is a bad way to go about developing CQ. Instead, the purpose of CQ is "mindfulness" to recognize that the culture is different. So, in the story, the character was to illustrate a lack of CQ. The author makes a point of noting within the story how the character recognized that he was in a different culture, but he didn't know how to respond and, therefore, demonstrated a lack of CQ. That's like saying someone who has yet to learn calculus doesn't know math because he was given a calculus problem that he recognized as mathematical, but could only apply his knowledge of algebra. He failed to solve the problem because he hadn't learned the particular skill set for the particular problem. So it was detrimental to the overall point where the author was trying to explain how a laundry list of skill sets to deal with different cultures is a bad approach. 0 of 0 people found the following review helpful. A great book that is written for readers in universities. By ASTA great book that is written for readers in universities, in business or even everyday citizenship. Many examples and cases to illustrate the concepts.

Succeed in Any Culture, in Every Situation In today's global economy, the ability to interact effectively across cultures is a fundamental job requirement for just about everyone. But it's impossible to learn the customs and traits of every single culture. David Thomas and Kerr Inkson present a universal set of techniques and people skills that will allow you to adapt quickly to, and thrive in, any cultural environment. You'll learn to discard your own culturally based assumptions and pay careful attention, in a mindful and creative way, to cues in cross-cultural situations. The authors show how to apply cultural intelligence in a series of specific situations: making decisions; communicating, negotiating, and resolving conflicts; leading and motivating others; and designing, managing, and contributing to multicultural groups and teams. This extensively revised third edition has been updated with new stories showing cultural intelligence in action. Thomas and Inkson have broadened the focus beyond business to include organizations of all kinds—nonprofits, governments, educational institutions, and more. And they include a reliable and valid measure of cultural intelligence based on a decade of research by an international team of scholars.

“Coaches all of us on how to live and work more effectively in a world economy that no longer recognizes nor understands borders.”—Nancy J. Adler, S. Bronfman Chair in Management, McGill University
“Peppered throughout with fascinating stories and anecdotes, this book is as entertaining as it is instructive.”—David Ryback, Business to Business magazine
“Highly recommended reading for business people and as a supplemental reading in courses on international business.”—Library Journal
About the Author David C. Thomas is the Beedie Professor of International Management at Simon Fraser University, Vancouver, Canada. Kerr Inkson is an emeritus professor and research advisor at the University of Auckland Business School in New Zealand.