



Assessing Intercultural Competence

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@KnowPrincipia

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“Zip Future”

A fictional (but familiar) organization

our goal:
to help you
take a truly
meaningful step



what

know what intercultural competence is



why

know why intercultural competence matters



how

know how to assess intercultural competence

a few terms

getting on the same page...



Understanding *culture* means understanding:

**What we learn from
the groups to which we belong
shapes our experience in the world.**

Objective culture

Examples:

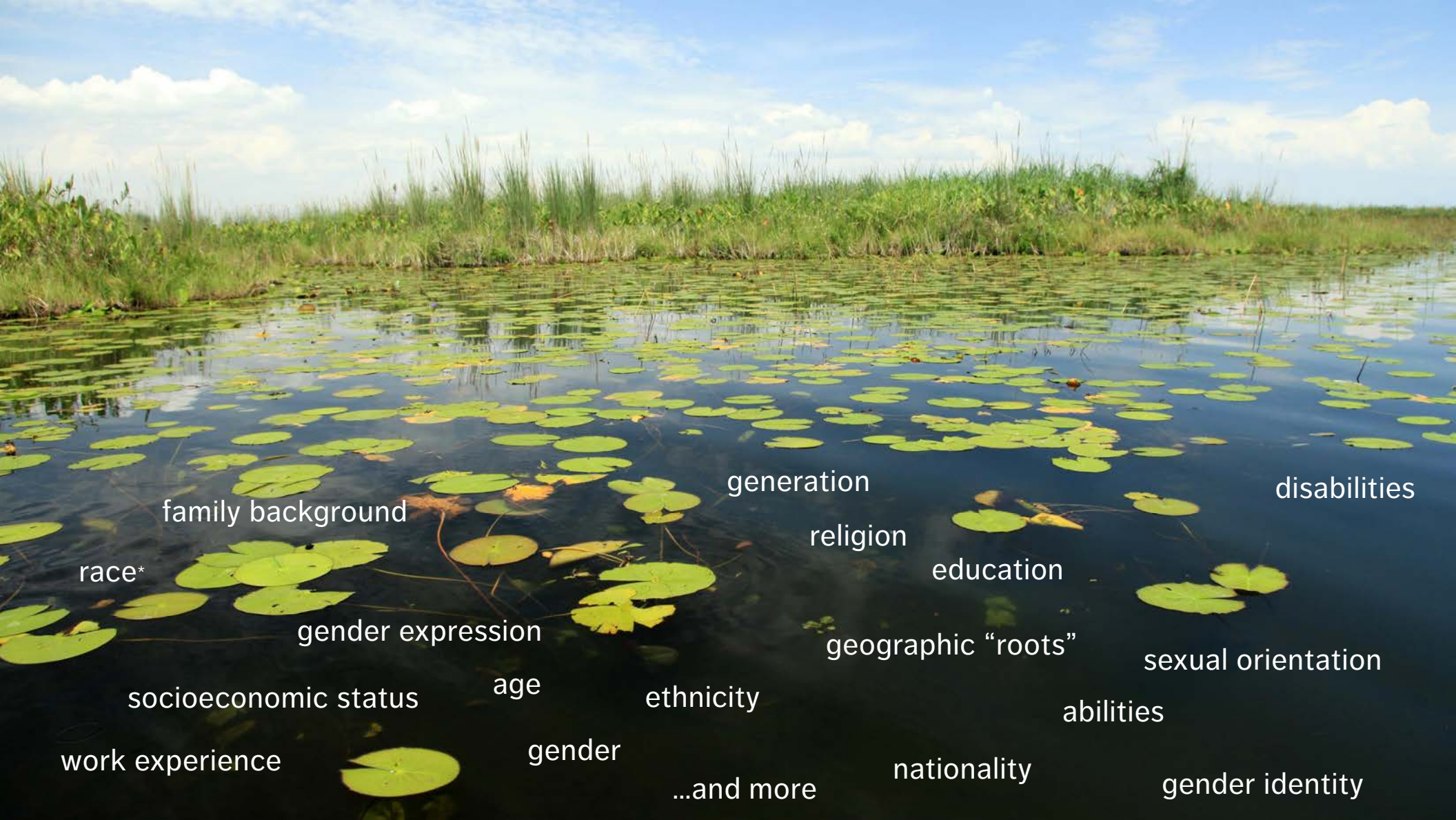
- Art
- Clothes
- Food
- Music



Subjective culture

Examples:

- Values
- Beliefs
- Perceptions
- Behaviours



family background

generation

disabilities

race*

religion

education

gender expression

geographic "roots"

sexual orientation

socioeconomic status

age

ethnicity

abilities

work experience

gender

...and more

nationality

gender identity

Consider:



Intercultural competence

The capability to shift cultural perspective and appropriately adapt behavior to cultural differences and commonalities

Intercultural
competence

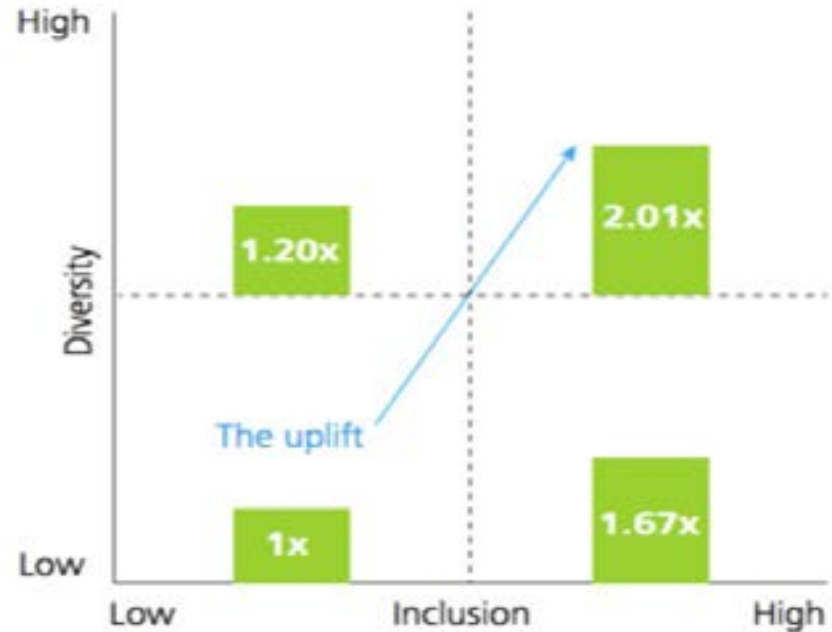
Diversity & inclusion

Engagement

Organizational
performance



Employee Engagement





Diversity:

- How much cultural difference?
- What is the mix?
- At what levels?

**Intercultural
competence?**

Inclusion:

- How engaged do people feel?
- What is the climate like?
- How much turnover is there?







Assessments can help us:

- Establish a baseline
- Choose optimal interventions
- Prime people to learn
- Develop competencies
- Measure progress
- Identify new goals

That which is measured, improves.









**Assessment
goals**

Valid

Reliable

Fair

Practical

Valid

What is my purpose?

Am I measuring what I intend to measure?

What is the risk I am measuring something else?

Reliable

Am I measuring consistently?

Will my result depend on the evaluator?

Will my result vary from one day to the next?

Fair

Am I measuring fairly?

Are participants on a
“level playing field”?

Is the assessment free
from bias?

Practical

Is this practical?

How easy is it to take
administer, and score?

How much does it cost
(both time and money)?

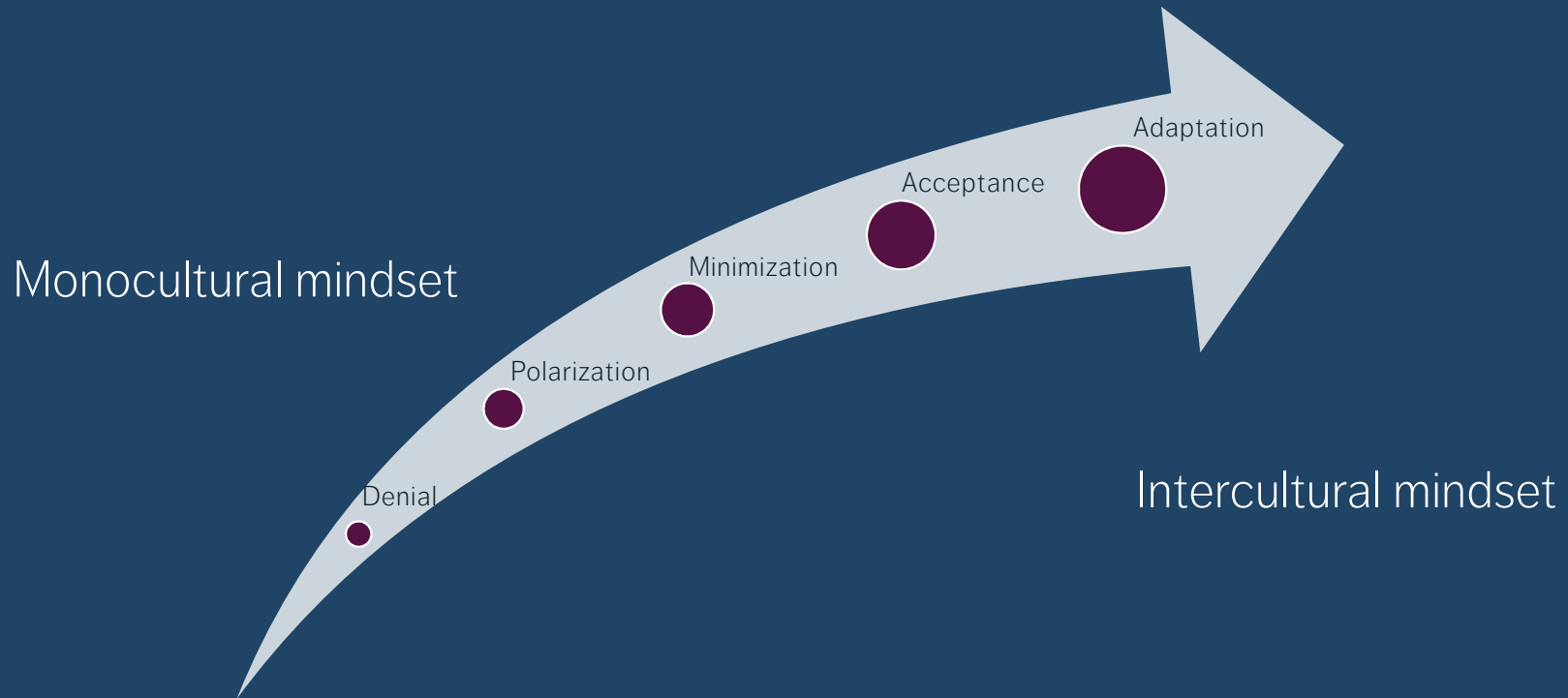
What do we know about Zip Future?

- Wants to know where the group is in terms of intercultural development
- Wants to engage in training and other initiatives that would be effective for the group
- Wants to help team members engage their own individual development plans
- Has general buy-in and readiness for something, but needs to ensure it is defensible
- Has resource constraints, with limited time and limited money

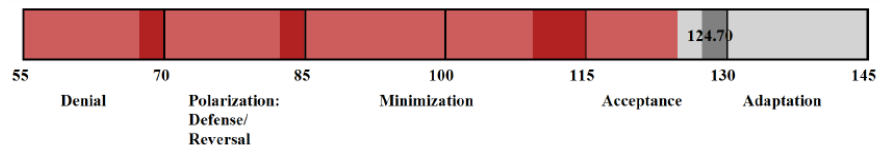
Recommend: Intercultural Development Inventory™



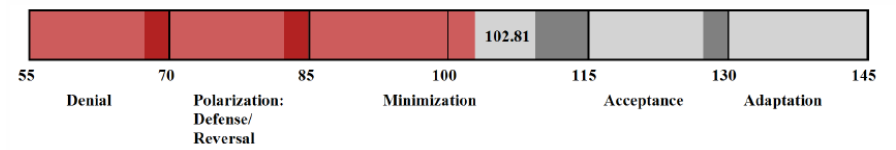
Intercultural Development Continuum



Perceived Orientation (PO)

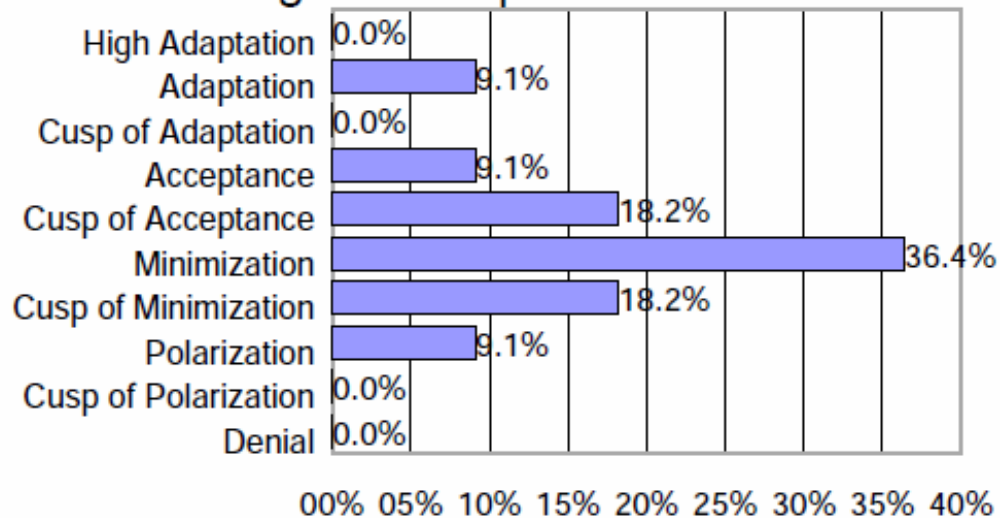


Developmental Orientation (DO)

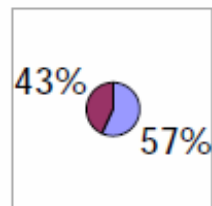


Range of Developmental Orientations

Percentage Developmental Orientation



Percent of Resolution of Polarization (Cusp of Polarization, Polarization) from Defense and Reversal



■ Defense
■ Reversal

What do we recommend for Zip Future?

Intercultural Development Inventory™

- Wants to know where the group is in terms of intercultural development

Assesses intercultural development

- Wants to engage in training and other initiatives that would be effective for the group

Can be used as a baseline assessment

- Wants to help team members engage their own individual development plans

Comes with individual development plans

- Has general buy-in and readiness for something, but needs to ensure it is defensible

Psychometrically-tested

- Has resource constraints, with limited time and limited money

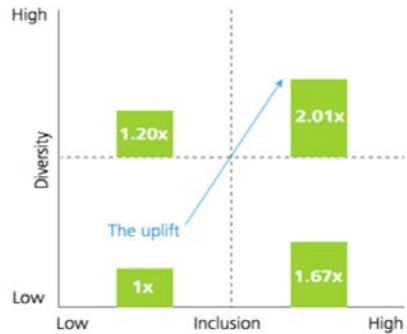
Easy to complete and administer



1

Diversity
+ Intercultural
competence
Inclusion

2



Source: Deloitte.

3



4

Valid

Reliable

Fair

Practical



Taking a *meaningful* step forward

How could you, your group, or your organization benefit from improved intercultural competence?

If so, do you know what initiatives would be most beneficial to your organization?

How do you know?

Are you using a defensible instrument to give you confidence in your understanding?



Questions? Contact us at:
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