The Culturally Intelligent and Inclusive Leader

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About Us

We work with leaders across the public sector to develop and implement inclusive leadership practices and approaches that accelerate the impact of Equality, Diversity and Inclusion policies and procedures in their organizations.
## What We Do?

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How can Cultural Intelligence (CQ) and Inclusive Leadership (IL) help you make diversity and Inclusion ‘work’ in your organization?
“Fostering inclusive and more diverse workplaces can play an important role in addressing some of the most important business issues, including creating better outcomes for customers; increasing innovation; helping to attract and retain talent; enhancing reputation and brand; and ultimately generating higher returns”.

The Diversity Project, June 2018
Key Benefits

- Diverse businesses create better outcomes for customers, clients or patients.
- Diverse businesses create better business returns.
- Diverse teams are more innovative and create more value.
- Diverse firms are more attractive to potential and existing employees.
- Firms who have diversity and inclusion as a business priority improve their reputation and brand.
Everything rises and falls on leadership

John Maxwell
“We don’t have an understanding of what to do and how to do it differently”

The Inclusive Leader (Korn Ferry Institute)
### Defining Inclusive Leadership and Cultural Intelligence

**Inclusive Leadership**
Leaders who are aware of their own biases and preferences, actively seek out and consider different views and perspectives to inform better decision making. They see diverse talent as a source of competitive advantage and inspire diverse people to drive organizational and individual performance towards a shared vision.  

(Inclusive leadership...driving performance through diversity!) A report by ENEI (Employers Network for Equality and Inclusion)

**Cultural Intelligence CQ**
The capability to function effectively across various cultural contexts (national, ethnic, organizational, generational) etc. Culturally Intelligent leaders effectively adapt their leadership strategies when working with individuals from different cultural backgrounds while still accomplishing what they need to get done.

Definition – Soon Ang and Linn Van Dyne
Leading With Cultural Intelligence – Prof David Livermore
Inclusive Leadership

Figure 1. The six signature traits of an inclusive leader

Cognizance
Because bias is a leader’s Achilles’ heel

Curiosity
Because different ideas and experiences enable growth

Courage
Because talking about imperfections involves personal risk-taking

Cultural intelligence
Because not everyone sees the world through the same cultural frame

Commitment
Because staying the course is hard

Collaboration
Because a diverse-thinking team is greater than the sum of its parts

Graphic: Deloitte University Press | DDPress.com
Cultural Intelligence (CQ)

**CQ DRIVE**
Your level of interest, persistence, and confidence during multicultural interactions.

**CQ KNOWLEDGE**
Your understanding about how cultures are similar and different.

**CQ ACTION**
Your ability to adapt when relating and working in multicultural contexts.

**CQ STRATEGY**
Your awareness and ability to plan for multicultural interactions.
What makes CQ Unique?

- Predictive
- A coherent framework
- Developmental
- Academic Rigour
“Diversity by itself does not lead to better solutions. When CQ levels are low, diverse teams underperform homogenous teams but when CQ levels are high, diverse teams outperform homogenous teams on every indicator – productivity, profitability, cost savings and efficiency.”

David Livermore Ph.D
The Cultural Intelligence Institute
You must know yourself in order to grow yourself

“Thank you for your time and knowledge over the days of this training, it has been of the highest level. The CQ work has impacted hugely on my work and I feel very strongly that this is something that needs to become a fundamental element of police culture. The training is clear and concise but sophisticated enough to challenge perceptions and provoke debate. It is something that all police officers and staff should have access to”.

T/C.I MR
Becoming an Inclusive and Culturally Intelligent Leader

- Developing your own awareness through Assessments and Coaching
- Becoming an effective advocate for diversity through mentoring
- Facilitating trusting, open teams through leadership development
- Enabling diversity, greater adaptability
- Driving Results - Innovation, Increased productivity
"Leaders see everything with a leadership bias. Their focus is on mobilizing people and leveraging resources to achieve their goals rather than on using their own individual efforts. Leaders who want to succeed maximize every asset and resource they have for the benefit of their organization. For that reason, they are continually aware of what they have at their disposal."

John C. Maxwell
How can Cultural Intelligence (CQ) and Inclusive Leadership (IL) help you make diversity and Inclusion ‘work’ in your organization?
Leading The Way - Next Steps

• Book a Cultural Intelligence Assessment and Debrief
• Book a DISC Behavioral Analysis Assessment and Debrief.
• Book an Executive Inclusive Leadership Coaching Session
• Run a “Developing Cultural Intelligence Workshop for your Board and senior Managers
• Run an inhouse “Inclusive Leadership” Lunch and Learn Session.
Thank You.
Any Questions
Developing Inclusive and Culturally Intelligent Leaders

Assessments (Developing Self-Awareness)
- Cultural Intelligence CQ
- DISC

Coaching (Personal and Professional Growth)
- Coaching For Inclusion Model
- Peer Mentoring

Training (Developing Skills and Knowledge)
- Developing Your Cultural Intelligence Workshops
- Developing the Inclusive Leader within You.