

## The impact of increased Cultural Intelligence (CQ) of managers (in engineering and oil and gas industries) on the workplace

The Australian workforce is becoming more diverse - 43% of Perth's domestic workforce are from countries other than Australia. Organisations and their managers would benefit from growing their Cultural Intelligence (CQ) to harness the strength such diversity brings to the workplace. CQ is recognised as an individual's ability to function effectively in culturally diverse settings.

## Cultural Intelligence (CQ)

Cultural Intelligence, or CQ, is a globally recognised way of assessing and improving effectiveness for culturally diverse situations. It's rooted in rigorous, academic research conducted by scholars around the world. Leading organisations in business, education, government and healthcare are adopting CQ as a key component of personnel development and competitive advantage.

Research demonstrates several consistent results for individuals and organisations that improve CQ, including:

- ✓ More effective Cross-Cultural Adaptability and Decision Making
- ✓ Enhanced Job Performance
- ✓ Improved Creativity and Innovation
- ✓ Increased Profitability and Cost Savings
- ✓ Enriched Situational Awareness

## Thesis

The key research question in this proposal will examine the impact of increased CQ of upper and middle engineering managers in the mining, oil, and gas industries in Western Australia.

The process will take about 1 year.

### Expectations of organisations involved in study

- Access to a group of managers across different areas (these can include technical engineering managers and other as for example sales, human resources)
- Each participant will do a confidential online assessment (15-30 minutes) pre and post study.
- Each participant need to be available for two days of training over a 9 month period. Training dates will be agreed on at executive/team level in partnership between the researcher and organisation.
- Access to support staff of managers for 30 minutes interviews pre and post online assessments of managers for short interview.
- Small cost per person to cover costs, however a significant saving compared to standard consulting fees.

## Communicate, Connect and Change with Confidence

### What the organisation will get

- A qualified CQ consultant and leadership coach
- Monthly leadership enhancement e-mails with practical tips to be a better leader, tailored to organisation's value system and needs
- Reviewing individual results to be used for further development identifying weaknesses and strengths.
- Two full days of leadership development focused on growing collective and individual CQ.
- Regular updates on progression of study to executive team.\*
- A great return on time investment based on solid previous research around increased CQ.
- Additional workshops or coaching can be added for those involved at 50% of standard consulting rates.

\*Individual participant privacy will be applicable

### Testimonials

*"Tanya's exceptional cultural insights not only helped us maintain good relations with a large international client, but had a significant impact in supporting local staff to smoothly collaborate."* **Mark Small**, CEO, IFAP

*"Have heard Tanya present on a number of occasions, I have found Tanya to be very accomplished public speaker / presenter who is very professional, passionate and knowledgeable about her work in cultural intelligence."* **Graeme Watt**, Civil and Geotechnical Project Engineer/Project Manager

