



華人服務中心
Chinese Service Center

Chinese Service Center USA

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博根中文學校
Bergen Chinese School
Since 1972
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校長：陳政瑾
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博華中文學校
Bohua Chinese School
Since 1995
Principal: Birdie Lau
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哥大中文學校
Chinese Saturday
School at
Columbia University
Since 1972
Principal: Ihsin Chiang
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夏令營
Chinese Schools
Summer Camp
Since 1985

Connect, Collaborate, Celebrate!

Nov. 6, 2011

CSC iLEAD Forum (sharing ideas for Learning, Exploring, Advancing and Developing future leaders)

IQ, EQ and CQ (Intelligence quotient, Emotional Intelligence, Cultural Intelligence)

IQ was coined by the German psychologist [William Stern](#) in 1912 ([click here for the web link](#))

The first use of the term "emotional intelligence" is usually attributed to Wayne Payne's [doctoral thesis](#), *A Study of Emotion: Developing Emotional Intelligence* from 1985. [Daniel Goleman](#) (1995) introduced measurement of the emotional competencies model. URL: http://en.wikipedia.org/wiki/Emotional_intelligence

Emotional Intelligence is the ability to manage our relationships with ourselves and with others so that we can live our intentions.

Adele Lynn in "The EQ Difference" talked about five areas of EQ. They are: Self-Awareness and Self Control, Empathy, Social Expertness, Influence and Master of Vision and Purpose.

Pause: Lynn talks about the three simple actions that make up of the step called "Pause" – take a deep long breath, a shift in our physical movement, and a mantra. Do you think this technique is helpful? What is your mantra?

Reflect: 子曰：『見賢思齊焉，見不賢而內自省也』 Let's discuss ways in which reflecting has affected our actions in the past, or how can we use this technique for improving current or future situations? Is goal setting important? Do we usually reframe a situation or test assumptions? How do we ask better questions?

CQ was first described by Christopher Earley and Soon Ang in the book, *Cultural Intelligence: Individual Interactions Across Cultures*, published in 2003 by Stanford University.

Cultural intelligence (CQ) is our capability to grow personally through [continuous learning](#) and good understanding of diverse cultural heritage, [wisdom](#) and values, and to deal effectively with people from different cultural background and understanding. ([click here for the web link](#))

[David Livermore](#) has written several books applying cultural intelligence to various fields, including *Leading with Cultural Intelligence* and *The Cultural Intelligence Difference*. Simple self-assessment by Richard D. Bucher from "*Building Cultural Intelligence*" <http://buildingcq.com/sampleassessment.htm>

The world is flat and the globe seemingly border-less nowadays. In the work place, more and more emphasis is being placed on innovation and diversity. Being different and thinking outside the box are greatly valued and strongly encouraged.

How do we enhance our cultural competency and what behaviors should we adapt for the cross-cultural work and relationship? How CQ Actions do we take to become more effective? How do we be true to ourselves, retain our brand while making this world a better place?

We welcome you to actively volunteer with us on the Chinese Service Center (CSC) initiatives you are interested in. By becoming involved, we will have a better understanding of our motivation, improve on our EQ, apply our EQ difference, gain CQ knowledge, develop CQ strategy and put CQ into action to achieve results immediately or long term for life. Our children benefit, our community benefit and we benefit. Please feel free to get in touch with Suzan or anyone of us on this list. <http://chineseservicecenter.org/contact.html>

About Chinese Service Center USA

Chinese Service Center USA is a non-profit 501c3 organization dedicated to promote community participation, education, and leadership, to foster cultural exchange and awareness, and to promote strength in diversity and heritage values through educational, cultural and community programs. Serving the Bergen County and New York City community since 1971, CSCUSA sponsors three Chinese Schools located in Hackensack, NJ and the upper west side of NYC (within Columbia University) and sponsors and supports numerous cultural events and exchanges across the tri-state region.