

Intercultural Training and Assessment Tools

Cross-Cultural Adaptability Inventory (CCAI)

Colleen Kelley & Judith Meyers

The CCAI is a self-assessment tool used extensively in training, consulting, and program evaluation that is designed to address a person's ability to adapt to any culture. The CCAI is designed to respond to several needs or practical concerns that are expressed both by culturally diverse and cross-culturally oriented populations and by the trainers and professionals who work with them. The CCAI is available from: Vangent, 1 North Dearborn Street, Suite 1600, Chicago, IL 60602. Phone: (800) 922-7343. Fax: (312) 242-4400. E-mail: HCM_info@vangent.com Note: Previously available from NCS Pearson.

Discovering Diversity Profile

The Discovering Diversity Profile helps individuals explore their level of comfort in the following Diversity Dimensions:

- *Knowledge.* Both stereotypes and information are measured here.
- *Understanding.* Awareness and empathy scales measure these abilities.
- *Acceptance.* Tolerance and respect are key aspects measured in this dimension.
- *Behavior.* Self-awareness and interpersonal skills measurements are used to provide answers.

Corexcel, 201 Webster Building, 3411 Silverside Road, Wilmington, DE 19810. Phone: (888) 658-6641 or (302) 477-9730. Fax: (302) 477-9744. Web: www.corexcel.com

Diversity Awareness Profile (DAP)

Karen Stinson

This 40-item instrument helps training participants become aware of their actions, both obvious and subtle, and how they affect people of different cultural, gender, or ethnic backgrounds. It motivates individuals to become more aware and then modify their behavior to be more empowering and respectful to all people. Two pages of Trainer's Notes are included. Pfeiffer, 989 Market Street, San Francisco, CA 94103-1741. Phone: (415) 433-1740. Fax: (415) 433-0499. E-mail: customer@pfeiffer.com, Web: www.pfeiffer.com Note: Pfeiffer is now part of John Wiley & Sons, Inc.

The Global Competencies Inventory

The Kozai Group

The Global Competencies Inventory (GCI) is designed to assess personal qualities associated with effectiveness in environments where there are cultural norms and behaviors different from our own. The inventory measures three aspects of intercultural adaptability, including perception management, relationship management, and self-management. Based on the Big Five Personality factors, this instrument can be used as part of an assessment process for succession planning, selection, career planning, team building, coaching, or professional development. Available from The Kozai Group, Inc., 16414 Sundance Creek Court, Wildwood, MO 63005. Phone (314) 960-1641. Fax: (636) 527-0093. E-mail: bird@kozaiigroup.com. Web: www.kozaiigroup.com

Intercultural Conflict Style Inventory (ICS)

Mitch Hammer

The Intercultural Conflict Style Inventory (ICS) measures how people respond to conflict in terms of two core aspects of conflict style: directness versus indirectness and emotional expressiveness versus emotional restraint. The ICS consists of 18 paired statements that represent alternative responses to conflict. The ICS can be self administered and self scored. The ICS and accompanying *Interpretive Guide* and *Facilitator's Manual* are available from: Hammer Consulting LLC, PO Box 1388, Ocean

Pines, MD 21811. Phone: (800) 960-7708 or (410) 641-6227. Fax: (866) 708-8831. E-mail: ICS@hammerconsulting.org. Web: www.hammerconsulting.org

Thomas-Kilmann Conflict Mode Instrument (TKI®)

Thomas Kilman Conflict Mode Instrument (TKI): The Thomas-Kilmann Conflict Mode Instrument (TKI®) tool is the world's best-selling tool for helping people understand how different conflict-handling styles affect interpersonal and group dynamics—and for empowering them to choose the appropriate style for any situation. The TKI tool assesses an individual's typical behavior in conflict situations and describes it along two dimensions: assertiveness and cooperativeness. It provides detailed information about how that individual can effectively use five different conflict-handling modes, or styles. The TKI tool is the world's best-selling conflict management assessment because it:

- Facilitates learning to use five practical, situation-specific styles for dealing with conflict effectively (competing, collaborating, compromising, avoiding, accommodating)
- Helps trainers, managers, and other professionals open productive one-on-one and group discussions around conflict
- Reflects today's gender, racial, ethnic, age, and job-level diversity in the workplace—based on an updated normative sample
- Is quick (30 items, takes just 15 minutes) and easy to understand, and requires no special training or certification to administer
- Is backed by excellent support and guidance through CPP's global distributor network

<https://www.cpp.com/products/tki/index.aspx>

International Mobility Assessment (IMA)

Tucker International

The IMA is a self-assessment process for international assignment candidates and their families. It is intended to be used early in the process of international assignment decisions so candidates can decide for themselves if they are ready to take on the challenges of living and working in another country. There are two interactive “booklets” available online, one for families and one for singles. It helps candidates honestly assess their current situation to determine if they are ready to take on the challenge of adapting successfully to a different culture, and make sure that their expectations are realistic about an international assignment, a new job, and especially a new environment. Available from Tucker International LLC, The Lake Shore Building, 5777 Central Avenue, Suite 230, Boulder, CO 8030 1. Phone: (303) 786-7753. Fax: (303) 786-7801. E-mail: contactus@tuckerintl.com. Web: www.tuckerintl.com

The Intercultural Readiness Check (IRC)

Intercultural Business Improvement (IBI)

The Intercultural Readiness Check (IRC) is a valid and reliable questionnaire measuring four vital intercultural competences. More than 5,500 respondents have filled in the IRC so far, making its database one of the largest information sources on intercultural competence in the world. The IRC is available in English, German, French, Dutch, and Japanese, with norm scores for a wide range of countries and industries. Respondents can access the IRC online and receive practical and in-depth feedback, providing input for detailed action plans and follow-up learning. Available from Intercultural Business Improvement, Eemnesserweg 11-01, 1251 NA Laren, The Netherlands. Phone: +31 (0) 35 629 42 69. Fax: +31 (0) 35 629 49 19. Email: info@ibinet.nl. Web: www.ibinet.nl

Intercultural Sensitivity Inventory (ICSI)

D. P. S. Bhawuk & R. W. Brislin

The ICSI is a 46-item self-report instrument that measures the cultural constructs of individualism, collectivism, flexibility, and open-mindedness. The ICSI is useful for exploring cultural identity, through the examination of one's cultural value orientations and flexibility in adapting to new cultures and persons. The ICSI can be self scored and no special training is required to use it. It is available from Dr. Richard Brislin, Shidler College of Business, University of Hawaii at Manoa, 2404 Malie Way, Honolulu, HI 96822. Phone: (808) 956-8720. E-mail: rbrislin@hawaii.edu

Learning Styles Inventory (LSI)

David Kolb

The LSI is a 12-item self-report instrument intended to measure four types of learning that, taken together, constitute a person's preferred learning style. The four primary styles of learning measured by the LSI are *abstract conceptualization* (AC), *concrete experience* (CE), *reflective observation* (RO), and *active experimentation* (AE). The LSI is based on experiential learning theory. It is one of the most commonly used instruments in intercultural training. The LSI is particularly useful in demonstrating forms of human diversity that are not exclusively linked to race, ethnicity, gender, or nationality. It is a non-threatening way to explore diversity. The LSI is a self-scored inventory that does not require certification to use. The inventory also includes interpretive materials and in that regard is a very user-friendly instrument. The LSI is available from Hay Group Transforming Learning, 116 Huntington Avenue, Boston, MA 02116. Phone: (800) 729-8074 or (617) 927-5026. Fax: (617) 927-5008. E-mail: TL_Inquiry@haygroup.com. Web: www.haygroup.com/tl

Overseas Assignment Inventory (OAI) and International Candidate Evaluation (ICE)

Dr. Michael F. Tucker

One of the most thoroughly researched cross-cultural self-assessment instruments, the OAI measures 14 attributes associated with cross-cultural adaptability. Many consulting firms commonly use the OAI in corporate international training. The accompanying assessment tool, ICE, is available for supervisory levels. Trainers must attend a two-day workshop in order to be certified to use the OAI. Scoring is done by Tucker International, which prepares an *Assessment and Development Guide* for each respondent. For more information contact: Tucker International LLC, The Lake Shore Building, 5777 Central Avenue, Suite 230, Boulder, CO 80301. Phone: (303) 786-7753. Fax: (303) 786-7801. E-mail: contactus@tuckerintl.com. Web: www.tuckerintl.com

Beliefs, Events, Values Inventory (BEVI)

Craig Shealy

The Beliefs, Events, and Values Inventory (BEVI) is an accessible, adaptable, and powerful analytic tool that can be used as an independent or dependent measure in a wide range of applied settings, evaluative contexts, and research projects. From an applied standpoint, the BEVI helps individuals 1) understand better what they believe and value about themselves, others, and the world at large and 2) reflect upon how such beliefs and values may - or may not - be conducive to learning, personal growth, relationships, and the pursuit of life goals. From the perspective of evaluation and research, the BEVI 1) helps answer questions such as "who learns what and why, and under what circumstances," 2) allows for the examination of complex processes that are associated with belief/value acquisition, maintenance, and transformation, and 3) analyzes the impact of specific experiences that are implicitly or explicitly designed to facilitate growth, learning, or change.

The BEVI is able to move flexibly across these applied, evaluative, and research domains because it is deliberately comprised of four complementary measures that are built into one instrument: 1) extensive

demographic and background information, 2) a life history questionnaire, 3) a comprehensive assessment of beliefs, values, and worldviews, and 4) qualitative "experiential reflection" items. As a result, the BEVI allows for sophisticated analyses of the relationships among interacting variables and processes so that multifaceted questions can be asked and answered, such as *How are specific life events or background variables associated with specific ways of seeing self, others, and the world at large?* or *How do such interactions mediate or moderate the likelihood of learning or growth when exposed to experiences that are different to what one is accustomed?* In short, the BEVI seeks to understand "who the person is" prior to participating in a learning experience, "how the person changes" as a result of the experience, and how these factors interact to produce a greater or lesser likelihood of learning and growth.

Email: bevi@thebevi.com Web: <http://thebevi.com>

Global Perspectives Inventory (GPI)

Larry Braskamp

The Global Perspective Institute Inc. was established in 2008 to study and promote global holistic human development, especially among college students. We live in a global world, in which multiple perspectives about knowing, sense of identity, and relationships with others serve as powerful influences in our society.

260 E. Chestnut ST #3307 Chicago, IL 60611

Email: braskampl@central.edu Web: <http://gpi.central.edu>

Intercultural Development Inventory (IDI)

Mitch R. Hammer, IDI LLC.

The IDI is a 50-item psychometric instrument based on the Developmental Model of Intercultural Sensitivity (DMIS). The IDI is proving to be a multipurpose instrument useful for personal development and self-awareness, audience analysis, examining topics salient to the training program, organizational assessment and development, and data-based intercultural training. Easy to complete, the IDI can generate a graphic profile of an individual's or group's predominant stage of development. It can be scored by the trainer or by the Intercultural Communication Institute, but it is not a self-scoring instrument. The IDI is also available online. A three-day qualifying seminar is required for persons who want to use the IDI. The IDI inventory is available in Bahasa Indonesia/Malay, Chinese, English, French, German, Italian, Japanese, Korean, Norwegian, Russian, Portuguese, and Spanish. The IDI is also available online. Information is available from: IDI LLC, PO Box 1388, Ocean Pines, MD 21811. Phone: (410) 641-6227. Fax: (866) 708-8831. E-mail: debra@idiinventory.com. Web: www.idiinventory.org

Access, Inclusion and Diversity in International Education (Diversity Abroad)

As the student population in US higher education continues to diversify, education abroad offices need to assess how current strategies and efforts are attracting and adequately preparing diverse students for international education programs. The AID Roadmap and its additional resources are designed to help education abroad offices assess their diversity and inclusion efforts to increase access to and support for students from diverse and underrepresented backgrounds. -Andrew Gordon, Diversity Abroad Founder and President

The AID Roadmap is an intensive self-assessment that examines the current state of diversity and inclusion across eleven strategic areas within education abroad. The AID Roadmap is designed to help education abroad offices document and assess their diversity and inclusion efforts, and serve as a guide for implementing policies and practices that are both inspirational and practical. - See more at: <http://www.diversitynetwork.org/updates-spotlight/aid-roadmap-press-release#sthash.riIewJqW.dpuf>

<http://www.diversitynetwork.org/updates-spotlight/aid-roadmap-press-release>

In addition to this list of selected intercultural training and assessment tools, an extensive list of these resources can be found in Michael Paige, “Instrumentation in Intercultural Training” in D. Landis, J.M. Bennett, and M. J. Bennett, eds. *Handbook of Intercultural Training*, 3rd ed. Thousand Oaks, CA: Sage Publications, 2004.