**LDR 810-42: Cross-Cultural Dynamics (Fall 2024, Subterm B)**

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Assignment #1

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Professor

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**Emotional Intelligence on Cross cultural Sensitivity**

As a leader and a mentor in the capacity of the founder of Grace Sufficient (GSO) as an NGO in Kenya, when dealing with cultural dynamics in ministry or workplace, I will want to learn about the emotional quadrant among Other quadrants in leadership. The Four Quadrant Model of Emotional Intelligence, developed by Daniel Goleman 2020, is a tool for individuals who want to improve their emotional intelligence for social change. By Harvard business school it addresses Emotional intelligence as the ability to understand and manage your emotions, as well as recognize and influence the emotions of those around you. The term was first coined in 1990 by researchers John Mayer and Peter Salovey but was later popularized by psychologist Daniel Goleman.

In my Social entrepreneurship Class with City Vision University i learned the good thing about Emotional Quadrant is that it can be developed, every cross-cultural leader should employ it, as it helps us get into the others’ shoes, and change our attitudes and behaviors in way we respond back or how to pass the message on. The list below is necessary to develop the EQ.

**1. Awareness:** It all starts with being aware that different countries have different ways and times of doing things. My way is not the way (and neither is theirs). As in marriage, a common culture is to be developed over the years. And this takes time, patience but mostly the will to truly understand what drives the person or the organization you are dealing with.

**2. Preparation**: Before you meet a foreign colleague, it's good to take the time to read up on their country’s rituals and etiquette. Should you address your colleague by their first name or not? Something simple like how to greet them is probably culturally determined. In some countries, a hug, a tap on the shoulder or a kiss are quite normal, whereas in others these come close to harassment. You should not aim for a perfect mastery of their etiquette, though. The fact that you’ve taken the trouble to do some research and that you try to do things right is often enough to show people that you care.

**3. Language**: - most critical to my opinion as one of the culture’s main expressions is language. As soon as people open their mouths to speak, you can place them in a geographical region and a social/cultural subgroup. When you and your counterpart speak different languages, work with an interpreter to avoid misunderstandings. A bonus is that the interpreter does not only know both languages, but also the underlying cultures. Interpreters will hence translate both the words and the cultural context in Kenya we are used to interpretation for the most part especially in church services.

**4. Humor**: I will train the GSO leaders and staff to be extremely careful with humor. It is often said that jokes don’t translate and that is because well, they don’t. Moreover, in many cultures, it is not acceptable to crack jokes in a business context. Sarcasm, the basic ingredient of British humor, can be immensely funny if you are used to it. If you’re not, it can come across as an insult, or worse still, an attack. Most of all: avoid telling jokes about your colleague’s country, it is a slippery slope that will leave you crippled nine times out of ten.

**5. Openness**: I have discovered by experience that the person opposite you may be just as nervous about wading in the murky cross-cultural waters as you are. There is no weakness in admitting that you are nervous because you do not want to mess up. I realized it's good to ask for feedback. This will give us counterparts the opportunity to help along the way, and most of all, to connect with me. Vulnerability is, after all, human and something that everyone can relate to, wherever they come from. In cross-cultural communication, and as such, connecting is the objective. Language, both verbal and non-verbal, is the key. If we put the tools and partners in place to connect across cultures, we will start seeing hurdles as welcome challenges that help us reinforce the message we want to share.

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