

Assessment Tools of Intercultural Communicative Competence

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<p>American Council on the Teaching of Foreign Languages (ACTFL) Proficiency Scale This scale assesses the level of language attainment achieved. (Liskin-Gasparro, 1982)</p>
<p>Assessment of Intercultural Competence (AIC) This self-assessment tool, designed in a YOGA Format (self- and other assessment) charts the development of intercultural sojourners over time, and provides normative, formative, and summative indicators. (See preliminary version at <www.sit.edu/publications> in the SIT Occasional Papers Series, Inaugural Issue, Spring 2000, scroll down to pp.25-42, "A Central Concern: Developing Intercultural Competence) For a more complete and updated version, 2015, contact: alvino.fantini@sit.edu.</p>
<p>Australian Second Language Proficiency Ratings (ASLPR) This scale, developed by Ingram and Wylie in 1982, groups various components of language use together in a single band descriptor to assess second language proficiency.</p>
<p>Behavioral Assessment Scale for Intercultural Communication (BASIC) Olebe, M., & Koester, J. (1989). Exploring the cross-cultural equivalence of the Behavioral Assessment Scale for Intercultural Communication. <i>International Journal of Intercultural Relations</i>, 13(3), 333-347. Eight scales; validated with 263 university students.</p>
<p>Beliefs, Events, and Values Inventory (BEVI) Craig N. Shealy, PhD. James Madison University shealycn@jmu.edu Designed to identify and predict a variety of developmental, affective, and attributional processes and outcomes that are integral to Equilintegration Theory (ET), which seeks to explain the processes by which beliefs, values, and 'worldviews' are acquired and maintained, why their alteration is typically resisted, and how and under what circumstances their modification occurs. In context of EI theory, the BEVI would appear to be highly suitable for the assessment of international learning. Ultimately the BEVI is designed to determine whether, how and to what degree people are (or are likely to be) "open" to various transformational experiences such as international education. http://www.acenet.edu/programs/international/fipse/PDF/BEVI_Abstract.pdf</p>
<p>Counseling Inventory: A self-report measure of multicultural competencies <i>Journal of Counseling Psychology</i>, 41(2), 137-148. Developed for the counseling milieu. Emphasizes behaviors. Four factors. Large sample.</p>
<p>Cross-Cultural Adaptability Inventory (CCAI) Dr. Colleen Kelley & Dr. Judith E. Meyers. CCAI is designed to help participants understand the qualities that enhance cross-cultural effectiveness, whether or not to work in a culturally diverse company, whether or not to live abroad, and how to prepare to enter another culture. Measurement: The CCAI measures 4 variables: Emotional Resilience, Flexibility and Openness, Perceptual Acuity, and Personal Autonomy. Intercultural Press 1.800.370.2665</p>
<p>The Cross-Cultural Assessor A personal navigator for successful communication across cultures. This multimedia program measures, builds and manages cross-cultural skills and characteristics, through the use of exercises and questionnaires. http://www.promentor.fi/cca/</p>
<p>Cross-Cultural Counseling Inventory LaFromboise, T. D., Coleman, H. L., & Hernandez, A. (1991). "Development and factor structure of the Cross-Cultural Counseling Inventory--Revised." <i>Professional Psychology: Research and Practice</i>, 22(5), 380-388. Developed for the counseling milieu.</p>
<p>Cross-Cultural Sensitivity Scale (CCSS) Pruegger, V. J., & Rogers, T. B. (1993). "Development of a scale to measure cross-cultural sensitivity in the Canadian context." <i>Canadian Journal of Behavioural Science</i>, 25(4), 615-621. Normed on undergraduate students.</p>
<p>Cultural Competence Self-Assessment Instrument</p>

<p>This instrument helps identify, improve and enhance cultural competence in staff relations and client service delivery. (Washington, D.C., Child Welfare League of America Publications; 1993; Catalogue number 5065)</p>
<p>Cultural Competence Self-Assessment Questionnaire (CCSAQ) Mason, J. L. (1995). Portland State University. Instrument designed to assist service agencies working with children with disabilities and their families in self- evaluation of their cross-cultural competence. Intended for US domestic use.</p>
<p>The Cultural Orientations Indicator® (COI®) TMC's COI® is a web-based cross-cultural assessment tool that allows individuals to assess their personal cultural preferences and compare them with generalized profiles of other cultures. The COI® provides respondents with a personal cultural profile based on ten dimensions that have particular application in the business world. The understanding gained from the personal profile, which is based on TMC's Cultural Orientations Model™ (COM™), can be applied to the development of specific business, management, sales, marketing, negotiation and leadership skills, among others, when applied in multicultural situations. A validated report is available upon request. http://www.tmc.com</p>
<p>Cultural Self-Awareness Test This simple three-question test helps identify high and low-context characteristics in those who take it. (The Management Center, Graduate School of Business, University of St. Thomas, Minneapolis, MN).</p>
<p>The Culture in the Workplace Questionnaire™ is derived from the work of G.Hofstede, and enables you to learn your own cultural profile and how that might compare to others. http://www.itapintl.com/ITAPCWQuestionnaire.htm</p>
<p>Development Communication Index (Developed from Kealy study) This field instrument was used to assess the quality of communication and the accuracy of perception between Canadian advisors and their national counterparts working on a development project. This index represents 30 scenarios related to such issues as project progress and adaptation skills. Instrument also designed as a problem-solving tool. http://www.tamas.com/samples/source-docs/ROI-Briefings.pdf</p>
<p>Dogmatism Scale Milton Rokeach, 1960</p>
<p>Educoas, Editorial February 2002 Maintains the premise that the Internet holds great promise as a tool to foster intercultural communication to create responses to development needs in the Hemisphere. http://www.educoas.org/eng/editorial_feb.asp</p>
<p>European Language Portfolio This tool, developed by the Council of Europe in collaboration with the Common European Framework, uses three parts (a passport, a language biography and a dossier) to self-assess intercultural competence (Karen-Margrete Frederiksen, "Foreword: Intercultural Competence").</p>
<p>Expatriate Profile (EP) - Park Li Group. (1996). Expatriate profile workbook. (Second ed.). New York: Author. Expatriate Profile is a computer-based cross-cultural competence self-assessment instrument for international professionals.</p>
<p>Foreign Assignment Success Test (FAST) Black, J. S. (1988). Work role transitions: A study of American expatriate managers in Japan. <i>Journal of International Business Studies</i>, 19(2), 277-294. Six scales. Validated on 67 American managers in Japan.</p>
<p>Fuld & Company, Inc. Competitive Intelligence (CI)CI Learning Center &Tools http://www.fuld.com/ciStrategiesResources.html</p>
<p>GAP Test: Global Awareness Profile J. Nathan Corbitt. The GAP measures how much world knowledge a person has concerning selected items about international politics, economics, geography, culture, etc. Intercultural Press, ISBN 1-877-864-55-2 P.O. Box 700 Yarmouth, ME 04096 USA (866)-372-2665 http://www.interculturalpress.com/shop/gaptext.html</p>
<p>Global Behavior Checklist Hett, 1991</p>
<p>Global Competencies Inventory (GCI)</p>

Based on comprehensive research and measures competencies of global leaders and corporate managers in areas critical to interacting and working effectively with people of different cultures. Research shows it is reliable and has predictive validity which means people with higher results tend to perform at a higher level in terms of global management skills.

www.intercultural.org/kozai.php

Global Interface

Licensed to administer and interpret the following assessment tools:

--Overseas Assignment Inventory (OAI) A self-response questionnaire that examines 14 attitudes and attributes correlated with successful cross-cultural adjustment and performance. Used together with a behavioral interview, the OAI provides essential input to the expatriate selection process and helps expatriates raise their awareness of a number of important adaptation issues.

--Intercultural Development Inventory (IDI) Designed to provide useful and valid information regarding respondents' orientation toward cultural differences and their readiness for intercultural training and development. Used in conjunction with training, the IDI is a highly reliable, valid, cross-cultural measure of intercultural sensitivity applicable to a variety of groups of people from different cultural backgrounds.

--Trompenaar's Seven Dimensions of Culture and Corporate Culture Profiles: By means of a questionnaire developed by Dr Alfons Trompenaars, individuals receive their own cultural profile on each of seven dimensions of culture that then can be compared with the cultural profile of any other group or individual in an expanding database of over 35,000 managers.

--Objective Job Quotient System (OJQ) A computer-assisted tool that provides cross-culturally appropriate 360° feedback to evaluate and rank employee performance. The OJQ uses multiple raters and "scaled direct comparisons", providing greater reliability and validity.

http://www.globalinterface.com.au/how_we_do_it.html

Global Literacy Survey

National Geographic Survey

Global Mindedness Scale

Hett, 1991

Global Team Process Questionnaire™ (GTPQ), a proprietary instrument developed by ITAP International, helps global teams improve their effectiveness and productivity.

<http://www.itapintl.com/gtpq.htm>

Grove and Associates

Cross Cultural Adaptability Inventory (CCAI) A self-assessment questionnaire that measures an individual's adaptability in four dimensions that may affect his or her ability to have a successful experience in another culture. These are Emotional Resilience, Flexibility/Openness, Perceptual Acuity, and Personal Autonomy.

<http://www.grovewell.com>

Hogan Assessment System

Hogan Personality Inventory (HPI) Personality analysis

<http://www.hoganassessments.com>

Individual-Collectivism Scale

Insights Discovery System

There are 72 types positioned on the Insights Wheel, which at its simplest divides into four quadrants: Fiery Red©, Sunshine Yellow©, Earth Green© and Cool Blue©. The wheel is divided further into the eight Primary Insights Types. Search for both your color and type, and learn how different personalities can interact with each other. <http://www.insightsworld.com/>

Intercultural Competence Assessment (INCA) Project

A 3 year Leonardo da Vinci Project which aims to develop a framework, diagnostic tool and record of achievement for the assessment of intercultural competence linked to language competence and subject knowledge competence.

Mag. Gabriela Dorn & Mag. Alexandra Cavalieri Koch lbcnet@aon.at

www.lbcnet.at

Intercultural Competence Questionnaire

Test your intercultural competence with this questionnaire

(www.7d-culture.nl/Content/cont053b.htm).

Intercultural Competency Scale

Elmer, M. I. (1987). Intercultural effectiveness: "Development of an intercultural competency scale." Unpublished Doctoral Dissertation, Michigan State University, MI. Designed with missionaries and foreign students.

The Intercultural CONFLICT Style Inventory

Mitchell R. Hammer, Ph.D. Hammer Consulting Group, 267 Kentlands Blvd. PMB # 705 North Potomac, MD 20878 USA
Phone: 301-330-5589 Fax: 301-926-7450. dihammer@msn.com

Intercultural Development Inventory (IDI)

A 50-item assessment instrument that measures individual and group intercultural competence along a developmental continuum. The IDI is a statistically reliable and cross-culturally valid measure rigorously "back" translated into 12 languages. A Qualifying Seminar prepares people to effectively use the IDI. For information, contact: Mitchell R. Hammer, The Intercultural Communication Institute, +1 (503) 297-4622.

Intercultural Effectiveness Scale (IES)

Measures intercultural sensitivity in different cultural contexts. A culture-free scale for measuring intercultural sensitivity, based on a model of intercultural communication developed by Chen and Starosta, Graduate School of Business, University of St. Thomas, Minneapolis, Minnesota (1996). Available online in a PDF/Adobe Acrobat.

www.intercultural.org/kozai.php

Intercultural Orientation Resources (IOR)

Predictive Index (PI), Personality analysis, Voluntary checklist

<http://www.iorworld.com>

Intercultural Perspective Taking instrument

Steglitz, 1993 Michigan State University

Intercultural Living and Working Inventory

Living and Working Overseas Predeparture Questionnaire: Keasley, D.J. (1998).

Intended as a Professional development tool to help individuals identify the intercultural skills that needs improvement prior to undertaking an international assignment. The ILWI can also be used in the personnel selection process to help interviewers do a more targeted selection interview by focusing on the areas of weakness and risk identified in the ILWI test results.

<http://www.dfait-maeci.gc.ca/cfsi-icse/cil-cai/ilwi-ici-en.asp>

The Intercultural Project

Module: Acquiring Intercultural Competence. The Interculture Project is a three-year study (1997-2000), which, within the context of students in higher education in the UK, is looking at periods of residence spent abroad. It aims to map the obstacles which hinder students' intercultural competence while there and to define how they might best be prepared and supported.

<http://www.lancs.ac.uk/users/interculture/mod.htm>

Intercultural Readiness Check (IRC, © Intercultural Business Improvement)

The IRC is an ideal tool for assessing participants' intercultural skills in the areas of intercultural sensitivity, communication, leadership and management of uncertainty. Clients can fill in the IRC online to prepare for an assignment, a project or training. IRC licensees have full online support and client management tools. Visit our site for more information about the IRC and the next licensing course.

<http://www.ibinet.nl>

Intercultural Sensitivity Inventory (ICSI)

Bhawuk, D. P. S., & Brislin, R. W. (1992). "The measurement of intercultural sensitivity using the concepts of individualism and collectivism." *International Journal of Intercultural Relations*, 16(4), 413-436. Validated with 46 undergraduate and 93 graduate students. Focuses on sensitivity to individualism versus collectivism differences.

Intercultural Sensitivity Index

Olsen & Kroeger, 2001

Intercultural Sensitivity Survey

Towers, K. L. (1991). *Intercultural sensitivity survey: Construction and initial validation*. Unpublished Doctoral Dissertation, University of Iowa. Validated with students.

Intercultural Specialists' Ranking

Table taken from Training for the Multicultural Manager by Pierre Casse; copyright ©1982 published by Intercultural Press. Table ranks self-understanding, understanding others, interacting with others and general skills.

International Assignment Profile. Tel. (713) 539-0669

Internationalism Scale

Lutzker, 1960

ITIM: Culture and Management Consultants

ITIM has developed a number of tools, which are unique in their precision and accuracy. They are all based on the research results of Hofstede and others, which we have translated and adapted to be of practical assistance in your real life work situation. The research results of Hofstede are used as the framework in which all other information can be neatly analyzed, stored and retrieved.

<http://www.itim.org/4ab.html>

Living and Working Overseas Predeparture Questionnaire

Kealey, D. J. (1988). Explaining and predicting cross-cultural adjustment and effectiveness: A study of Canadian technical advisors overseas. Hull, Quebec, Canada: Canadian International Development Agency. Developed for the Canadian International Development Agency.

Meridian Resources Associates

GlobeSmart, Meridian's leading edge, web-based tool that provides detailed knowledge on how to conduct business with people from around the world.

<http://www.meridianglobal.com/demoregistration.html>

Model of Intercultural Communication Competence

"Further Testing", Arasaratnam, L.A. Spring 2006, in *Communication Resource Reports*. 23(2), pg.93-99. A new model of intercultural communication was proposed and empirically tested (Arasaratnam, 2004; Arasaratnam & Doerfel, 2005). The present study further tested the model and addressed limitations of the previous test. Survey data were collected from 400 participants and analyzed using regression analyses. The results mostly supported the previous model. These results plus some new findings in the relationship between empathy and intercultural communication competence are discussed.

Multicultural Counseling Awareness Scale (MCAS)

J. G. Ponterotto et al. (1991) Developed for the counseling milieu. Emphasizes beliefs.

Multicultural Counseling Inventory (MCI)

Sodowsky, G. R., Taffe, R. C., Gutkin, T. B., & Wise, S. L. (1994).

New Left Scale

Christie, Friedman, and Ross, 1969

Nipporica Associates

Use: Models (Communicating Across Difference, Four Phase Model for Leveraging Difference, Diverge/Converge Method of Decision Making), Tools (Common Ground, Group Norms, Assessment and Diagnostic Tools, Cultural Pinwheels), Skills (Paraphrasing, Remaining Objective and Involved, Red Flags, Calling Behavior), and Simulation (Ecotonos, Redundancia, Barnga) to develop their abilities to make decisions and solve problems using the expertise and insight of all concerned with the issue at hand.

<http://www.nipporica.com/services.htm>

Overseas Assignment Inventory (OAI)

A self-response questionnaire that examines 14 attitudes and attributes correlated with successful cross-cultural adjustment and performance. Used together with a behavioral interview, the OAI provides essential input to the expatriate selection process and helps expatriates raise their awareness of a number of important adaptation issues.

<http://www.performanceprograms.com/pdf/oai/PDF>

Objective Job Quotient System

Computer-assisted tool that provides cross culturally appropriate 360-degree feedback to evaluate and rank employee performance.

<p>PARTNERS Program Model program in Philadelphia, which builds on the elements of both contact theory and intercultural competence theory. Helps students to engage in positive cross-cultural experiences with same age peers across city-suburban, racial and cultural boundaries.</p>
<p>Perceptions of US Scale Marion, 1980</p>
<p>Perceptions of Host Country Scale Marion, 1980</p>
<p>Personal Orientation Inventory (POI) Uhes, M. J., & Shybut, J. (1971). "Personal orientation inventory as a predictor of success in Peace Corps training." <i>Journal of Applied Psychology</i>, 55(5), 498-499. Validated with 92 Peace Corps trainees. Personal Cultural Perspective Profile (PCPP) - Ramsey, M. (1994). Use of a Personal Cultural Perspective Profile (PCPP) in developing counselor multicultural competence. <i>International Journal for the Advancement of Counseling</i>, 17(4), 283-290. Developed for the counseling milieu. 14 scales.</p>
<p>PCAT: Peterson Cultural Awareness Test PCSI: Peterson Cultural Style Indicator Dr. Brooks Peterson, Owner/President of Across Cultures, Inc. Both of these assessment tools are accessible on-line with a password from Across Cultures, Inc. and are highly reliable and valid instruments for measuring cross-cultural effectiveness and awareness of cultural differences (i.e. individualism versus group oriented cultures). These tools are educational and relevant pre- and post- indicators of intercultural learning before/after training and also promote global business success.</p>
<p>Prospector Spreitzer, G. M., McCall, M. W., & Mahoney, J. D. (1997). Early identification of international executive potential. <i>Journal of Applied Psychology</i>, 82(1), 6-29.</p>
<p>Prudential Intercultural Overseas Assignment Inventory (OAI), Self-assessment tool, Behavioral analysis, Long Track Record. +1-800-257-4092 www.oaionline.com www.prudential.com/prm</p>
<p>Questions, Comments, Concerns (QCC's) This student tool monitors and evaluates progress for the day or for a current task (www.netc.org/classrooms@work/classrooms/peter/assessing).</p>
<p>Radicalism-Conservatism Scale Nettler and Huffman, 1957</p>
<p>SAGE Paula Caligiuri, tel: +732-828-8250, paula@caligiuri.com</p>
<p>Schwartz Value Survey (SVS) This survey will provide information concerning the compatibility of a candidate's cultural orientations and the expected dominant cultural orientations of the target region or country of the assignment. The SVS profile may also provide information about the different value orientations with a multicultural team and their effects on the team's work. http://www.imo-international.de/englisch/html/svs_info_en.htm</p>
<p>School For International Training (SIT) YOGA form A self-assessment tool that aids students in charting their own development. It was developed by Alvino Fantini for SIT graduate students. http://www.sit.edu/news/features/feature_08.html</p>
<p>Selection Research Int'l (SRI) International Assignment Exercise (IAE), Self-assessment tool, Analysis of situational readiness. +1 (314) 567-6900 www.sri-2000.com</p>

Social Distance Scale
Social Interaction Scale Bogardus, 1928
Sociocultural Checklist Developed as an initial screening tool for educators in American Public schools who are concerned about the learning and behavior of a specific student from a culturally or linguistically diverse background.
Success Factors Chart This chart can be a valuable tool in the selection process when evaluating candidates for intercultural assignments. www.highcontext.com/Articles/srp/Chapter5EffectivenessofCr.php
Survey of Opinion of International Competencies Designed to elicit opinion from senior persons in selected Canadian private and public sector corporations and institutions.
Team Management Systems- TCO International Australia. TMS categories are oriented to the work place and use non-psychological, non-hierarchical categories. They also have a lot of cross-cultural data to support their model. A set of 10 international competencies which describe in a clear professional context what is required by highly effective operators to transfer skills from a domestic to an international context: openness, flexibility, personal autonomy, emotional resilience, perceptiveness, listening, orientation, transparency, cultural knowledge, influencing synergy. http://www.tco-international.com/competencies.asp
Teaching Tolerance bias test and tips. http://www.tolerance.org/hidden_bias/index.html
Test of Intercultural Sensitivity (TICS) David E. Weldon, D. E. Carlston, A. K. Rissman, L. Slobodin, Harry C. Triandis (1975)
Tucker International www.tuckerintl.com <ul style="list-style-type: none"> • International Candidate Evaluation (ICE). Personality analysis. Optional 360° feedback. • The OAI (Overseas Assignment Inventory)- a validated assessment that predicts expatriate candidates' potential for success if sent on an international assignment. Dr. Michael Tucker is the author of the OAI. Available on-line. • The ICE (International Candidate Evaluation) - a validated assessment that takes the expatriate selection process to a higher level by involving the candidates' supervisor. Available on-line. • The IMA (International Mobility Assessment) - an interactive, on-line, self-assessment tool designed to help employees assess their readiness and mobility for an international assignment. Available on-line. • The EED (Evaluation of Expatriate Development) and the SEED (Supervisory Evaluation of Expatriate Development) - A safety net for existing expatriates. The EED and SEED are used to evaluate expatriate adjustment to living and working in the country of assignment. Their results are incorporated into an Expatriate Evaluation and Development Guide, which is given to the expatriate to provide feedback and use as a tool to enhance their ongoing international experience.
Windham International Windham International Cultural Model Self-assessment tool Counselor analysis +1 (212) 647-0555 www.windhamworld.com
Window on the World Expatriate Profile Inventory (EPS) Self-selection tool; Personality analysis +1 (612) 338-3690 www.windowontheworldinc.com

Workstyle Patterns™ (WSP™) Inventory

The McFletcher Corporation. 1999.

Worldmindedness Scale

Sampson and Smith, 1957