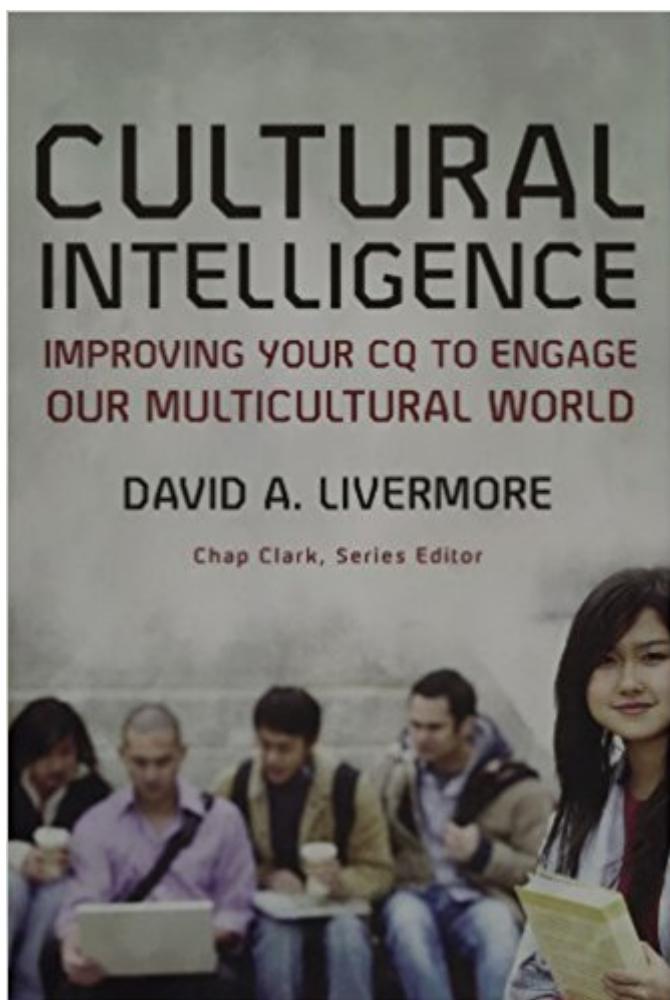


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# Cultural Intelligence: Improving Your CQ To Engage Our Multicultural World (Youth, Family, And Culture)



## Synopsis

Twenty-first-century society is diverse, and Christians must be able to understand other cultures and communicate effectively between and among them. Following up on the bestselling *Hurt: Inside the World of Today's Teenagers*, this new addition to the Youth, Family, and Culture series explores the much-needed skill of Cultural Intelligence (C.Q.), the ability to work effectively across national, ethnic, and even organizational cultures. While rooted in sound, scholarly research, Cultural Intelligence is highly practical and accessible to general readers. It will benefit students as well as guide ministry leaders interested in increasing their cultural awareness and sensitivity. Packed with assessment tools, simulations, case studies, and exercises, Cultural Intelligence will help transform individuals and organizations into effective intercultural communicators of the gospel. Excerpt What do you do when you encounter someone who isn't like you? How do you feel? What goes on inside you? How do you relate to him or her? These are the kinds of questions we want to explore in this book. Few things are more basic to life than expressing love and respect for people who look, think, believe, act, and see differently than we do. We want to adapt to the barrage of cultures around us while still remaining true to ourselves. We want to let the world change us so that we can be part of changing the world. And we want to move from the desire to love across the chasm of cultural difference to the ability to express our love for people of difference. Relating lovingly to our fellow human beings is central to what it means to be human. And when it comes down to it, Christian ministry at its core is interacting with all kinds of people in ways that give them glimpses of Jesus in us. The billions of us sharing planet Earth together have so much in common. We're all born. We all die. We're all created in the image of God. We eat, sleep

## Book Information

Series: Youth, Family, and Culture

Paperback: 288 pages

Publisher: Baker Academic; unknown edition (February 1, 2009)

Language: English

ISBN-10: 0801035899

ISBN-13: 978-0801035890

Product Dimensions: 6 x 0.6 x 9 inches

Shipping Weight: 1.1 pounds (View shipping rates and policies)

Average Customer Review: 4.0 out of 5 stars 31 customer reviews

Best Sellers Rank: #42,840 in Books (See Top 100 in Books) #18 in Christian Books

## Customer Reviews

This engaging book seeks to tackle the challenges of cross-cultural interaction in the context of Christian ministry. Livermore, an expert in intercultural studies, urges his readers to become more multicultural people so that we might better express love cross-culturally. While most works on cross-cultural ministry seek to teach their readers about other cultures they may encounter, Livermores book contends that preparation for cross-cultural ministry depends on an inward investigation and transformation. This is what he calls developing ones Cultural Intelligence quotient, and the book explores the knowledge, interpretations and behavior one must develop to heighten ones CQ. While grounded in both theory and theology, the strength of this book comes from the many vignettes from Livermores personal experience in such places as Singapore, India and Cambodia. Questions throughout and a self-assessment test in the appendix give the book an interactive feel, drawing the reader into self-examination and application of the books lessons. Though the book is written for Bakers youth ministry series, all who are interested in the question of cross-cultural ministry will profit from its information and advice. (Feb.) Copyright Ã  © Reed Business Information, a division of Reed Elsevier Inc. All rights reserved.

Improve Your CQ for Ministry Effectiveness"Written for anyone who is serious about ministry, this book explains why cultural intelligence is essential and what one must do to develop and employ it in the practice of ministry."--Sherwood Lingenfelter, author of *Ministering Cross-Culturally*"In an era of drive-by short-term missions, selfish service projects, and ugly Americans, David Livermore brings reconstruction. He does not merely suggest cultural sensitivity; he helps us deconstruct and build something new--a pathway to cultural intelligence that can guide us to be citizens of the kingdom of God while being proactively engaged as neighbors in the world."--Mark Oestreicher, president, Youth Specialties"Whether you are leading a short-term mission trip, doing local justice work, or simply want to more effectively love others, you are smart to read *Cultural Intelligence*. You are even smarter if you apply its profound insights to your life and ministry."--Kara E. Powell, executive director, Fuller Youth Institute, Fuller Theological Seminary"In our increasingly interconnected, multicultural world, the need for cultural understanding has never been greater. *Cultural Intelligence* is an essential, foundational resource for anyone who desires to effectively

interact across cultures. Read this book! It will enable you to understand your own culture and the lens through which you see all other cultures."--Paul Borthwick, author of *How to Be a World-Class Christian*"Comprehensive and accessible, this book clearly details the cultural intelligence model for multicultural ministry. David Livermore has expanded the ideas of multiculturalism to include not only national cultures but also organizational and generational subcultures. He provides an ideal text and a valuable resource for building the core skills of cultural intelligence in individuals and organizations."--Soon Ang, executive director, Center for Leadership and Cultural Intelligence, Nanyang Business School, Singapore

David Livermore is a very knowledgeable and experienced advocate in cross-cultural interactions, and he synthesizes the aspects of cultural intelligence very well in this book. The aim of his book is to teach habits that provide for continual learning of how to love those across the chasm of difference. He makes clear that the source, goal, and means of doing so is only possible through Christ's power in reconciliation and restoration. Livermore explains that cultural intelligence (CQ) is centralized in our ability to move from the desire to love to being able to effectively express it in order to embody who Christ is and the authenticity of the Gospel. Yet he emphasizes that this is not simply through a behavioral modification, but a personal transformation. This is especially important to learn at this time when global communication is becoming faster and more accessible, and cross-cultural encounters are now very common in day-to-day American life. This book is also very applicable to ministry both in foreign and domestic situations, and covers ground on improving interactions within the church and society's sociocultural, generational, and organizational differences. Livermore splits the book into four parts that correlate to the knowledge, interpretive, perseverance, and behavioral elements of developing cultural intelligence. He begins by revealing the values that underlie America's diverse cultural, including the "pursuit of happiness" and informality, and a discussion of how culture is both in the artifacts and deeper interpretations. The book then moves forward to identify the characteristics of socioethnic, generational, and organizational differences, and the spectrum within their values that may be expressed in our choices and perceptions. These include short vs. long-term time orientations, being vs. doing achievements, and individualistic vs. collectivist personal identifications. He then explains interpretive CQ by challenging the reader to "take the cruise control off" and foster awareness through analyzing how we subconsciously label our world and categorize differences. This takes learning how to accept discomfort, fostering a receptive mindset to Christ's work. Livermore concludes

with a discussion on building an action/reflection praxis that can lead to a genuine empathy that perseveres in challenges as well as a heightened discernment of when to flex or not flex our behaviors in adapting to cross-cultural situations. One of Livermore’s greatest strengths throughout the book is his ability to synthesize his experiences, both mistakes and successes, into the sections. This makes his points very applicable and understandable, yet also reveals the honesty and growth necessary in CQ. However, he could improve his discussion in the book on the importance of language and the structural aspects of it that indicate cognition differences in communication. He also could integrate more theological basis within each aspect of CQ throughout the book rather than only at the beginning. Overall, I highly recommend this book to anyone seeking to learn how to improve their ability to communicate to those who have different backgrounds and values. Most especially, this book applies to ministry leaders and even more specifically to youth pastors who are engaging in our diversifying world.

I am a graduating senior at Pepperdine University enrolled in a course on multicultural ministry. This book is an assigned textbook for that course, and it is immensely useful in outlining the importance of being culturally aware when doing ministry. In it, David Livermore provides a framework for improving cross-cultural interactions, discussions, and missions. He writes,

“That’s our destination in this journey.”<sup>13</sup> Livermore’s goal is to assist us as Christians in gaining the ability to love people who are different from us. As someone who has participated in missionary efforts in several countries and who currently directs the Global Learning Center at Grand Rapids Theological Seminary, Livermore is highly qualified to write this text and share his experiences. The greatest strengths of this book include the effectiveness of its structure, the emphasis it places on cross-cultural interactions within our own nation, and the connections to God it allows for. Divided into four sections based on the four types of cultural intelligence, the structure is easy to follow and promotes the creation of achievable, distinct goals for everyone. A huge takeaway from this book is the focus on the diversity of our own nation, for that is a reality that we need to consider when developing cultural intelligence. I appreciate the reference to God as the Holy Other, for that places our misunderstandings of those around us into a much needed perspective that God invites us to experience: Himself as incredibly, beautifully different from us. Yet, God reaches across the chasm of difference and makes every effort to meet us where we are. Some complaints that arise after reading this book involve its inability to successfully describe race relations in the United States, its neglect of culture shock, and

its limitations of readers in many ways. I understand that it is difficult to concisely speak about the problem of race relations, but Livermore could certainly have made a greater effort in this regard. He mentions culture shock only briefly, and this seems to be an important part of cross-cultural missions that should be addressed more thoroughly with suggestions for overcoming it. This book limits its readers by providing a seemingly exhaustive list of helpful tasks in the final chapter that does not leave much room for creativity or individual interaction with God. Nevertheless, this book's strengths far outweigh its weaknesses. This book has certainly shaped my understanding of what cultural intelligence looks like in our modern, connected world. It is encouraging in that I do not have to wait until being overseas to engage cross-culturally. Indeed, this book is most useful for people of any age or background who desire to be involved in God's kingdom, for cross-cultural interactions happen in our very own neighborhoods and cities. On another note, I will be teaching English and doing mission work overseas next year, and I trust that the concepts from this book will assist me tremendously. For now, I am most concerned with being mindful not only in cross-cultural situations but in every day that I have the pleasure of living.

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