

Cultural Intelligence's Impact on Cross-Cultural Problem-Solving Performance

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The effectiveness of multicultural personal interaction is becoming ever more important for managers, regardless of the industry in which they work. This study examines the impact of cultural intelligence on 210 university students' ability to analyze and develop a solution to a cross-culturally related problem situation. The results suggest that cultural intelligence does impact the ability of a subject to successfully identify and develop cross-cultural problem-solving strategies. Of the four dimensions of cultural intelligence, the motivational and behavioral were specifically found to be significant predictors of performance, as was the level of university education, with the latter suggesting the importance of not only cultural intelligence but also critical thinking to the curriculum. Implications for theory and practice are discussed, and the limitations of the study and future research directions are addressed.

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