### Assessment Tools of Intercultural Communicative Competence

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<table>
<thead>
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<th>Assessment</th>
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<td><strong>American Council on the Teaching of Foreign Languages (ACTFL) Proficiency Scale</strong>&lt;br&gt;This scale assesses the level of language attainment achieved. (Liskin-Gasparro, 1982)</td>
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<td><strong>Australian Second Language Proficiency Ratings (ASLPR)</strong>&lt;br&gt;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.</td>
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<td><strong>Beliefs, Events, and Values Inventory (BEVI)</strong>&lt;br&gt;Craig N. Shealy, PhD. James Madison University <a href="mailto:shealycn@jmu.edu">shealycn@jmu.edu</a> 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. <a href="http://www.acenet.edu/programs/international/fipse/PDF/BEVI_Abstract.pdf">http://www.acenet.edu/programs/international/fipse/PDF/BEVI_Abstract.pdf</a></td>
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<td><strong>Cross-Cultural Adaptability Inventory (CCAI)</strong>&lt;br&gt;Dr. Colleen Kelley &amp; 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. <a href="https://www.cross-cultural.com/">Intercultural Press</a> 1.800.370.2665</td>
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<td><strong>The Cross-Cultural Assessor</strong>&lt;br&gt;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. <a href="http://www.promentor.fi/cca/">http://www.promentor.fi/cca/</a></td>
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Cultural Competence Self-Assessment Instrument
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)

Cultural Competence Self-Assessment Questionnaire (CCSAQ)

Culture-free Scale
This instrument, developed by Chen and Starosta, measures intercultural sensitivity.

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.tmcorp.com

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).

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

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

Dogmatism Scale
Milton Rokeach, 1960

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

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").


Foreign Assignment Success Test (FAST)

Fuld & Company, Inc.
Competitive Intelligence (CI)CI Learning Center &Tools
http://www.fuld.com/ciStrategiesResources.html

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
Global Behavior Checklist  
Hett, 1991

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.

Global Literacy Survey  
National Geographic Survey

Global Mindedness Scale  
Hett, 1991

The 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/

The 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).

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)
Uses a 44-item inventory based on the Developmental Model of Intercultural Sensitivity (DMIS) to assess the extent of an individual's intercultural development along a continuum that ranges from extreme ethnocentrism to what Bennett calls "ethnorelativism." Ethnorelativism is the ability to function at a high level of relational and social involvement in a non-native culture. Developed by Drs. M.J. Bennett & M. Hammer. The IDI is a statistically reliable, valid measure of intercultural sensitivity. The IDI was constructed and tested over a 3-year time period by Mitch Hammer at American University and was piloted successfully by Milton Bennett in both corporate and educational settings. The IDI instrument and IDI analysis services are available through ICI only to those people who have completed a qualifying seminar. The 3-day seminars prepare people to explain and implement the IDI in corporate, academic, and other organizational settings.
+1 (503) 297-4622 8835 SW Canyon Lane, Portland, OR 97225
http://www.intercultural.org

Intercultural Orientation Resources (IOR)
Predictive Index (PI), Personality analysis, Voluntary checklist
http://www.iорworld.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 need 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.

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)

Intercultural Sensitivity Index
Olsen & Kroeger, 2001

Intercultural Sensitivity Survey

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**  
| **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)**  
| **Multicultural Counseling Inventory (MCI)**  
| **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 (Ectonos, 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. |
| **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. |
| **Perceptions of US Scale**  
Marion, 1980 |
| **Perceptions of Host Country Scale**  
Marion, 1980 |
**Personal Orientation Inventory (POI)**  


**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.

**Prospector**  

**Prudential Intercultural**  
Overseas Assignment Inventory (OAI), Self-assessment tool, Behavioral analysis, Long Track Record. +1-800-257-4092  
[www.oaionline.com](http://www.oaionline.com)  
[www.prudential.com/prm](http://www.prudential.com/prm)

**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](http://www.netc.org/classrooms@work/classrooms/peter/assessing)

**Radicalism-Conservatism Scale**  
Nettler and Huffman, 1957

**SAGE**  
Paula Caligiuri, tel: +732-828-8250, paula@caligiuri.com

**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.  

**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](http://www.sit.edu/news/features/feature_08.html)

**Selection Research Int’l (SRI)**  
International Assignment Exercise (IAE), Self-assessment tool, Analysis of situational readiness. +1 (314) 567-6900  

**Social Distance Scale**  
Bogardus, 1928

**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](http://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)**  

**Tucker International** [www.tuckerintl.com](http://www.tuckerintl.com)

- **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](http://www.windhamworld.com)

**Window on the World**  
Expatriate Profile Inventory (EPS) Self-selection tool; Personality analysis  
+1 (612) 338-3690  
[www.windowontheworldinc.com](http://www.windowontheworldinc.com)

**Workstyle Patterns ™ (WSP ™) Inventory**  
The McFletcher Corporation. 1999.

**Worldmindedness Scale**  
Sampson and Smith, 1957