

helping global people grow

# CSAI-BC BUSINESS REPORT

PREPARED FOR

**LARS GUSTAFSON**

25 FEBRUARY 2007

BY LEONARD J. CERNY II, PH.D. AND DAVID S. SMITH, PH.D.  
IN CONSULTATION WITH HANS RITSCHARD, PH.D.

This report is based on your answers to the CSAI™ questionnaire. It includes information about your personal experience of intercultural life, how you see yourself, and how you compare to other expatriates facing the challenges of intercultural work, study, and living. The goal of this report is to provide a snapshot of your current experience, one that will help you to better understand yourself and achieve your own personal objectives.

## DESCRIPTIVE INFORMATION

You describe yourself as a single, 37-year-old male from Norway who has been living cross-culturally in Bolivia for 36 months. You have a total of 5 years of cross-cultural experience. The cross-cultural work role you identified is Senior Manager and your educational level is Master's Degree. You have no children.

## YOUR REPORT CONTAINS

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## YOUR APPROACH TO THE QUESTIONNAIRE

There are certain ways in which most people respond to the CSAI™. For example, most people report an awareness of strengths and challenges in various areas of intercultural adjustment and coping. Substantial departures from general tendencies can affect the validity of the information presented in this report. Your style of responding may also reveal some helpful things about your personal experiences and situations. Therefore, your responses are first screened for indications of unusual trends.

You responded to the questionnaire in a very positive manner that showed much more awareness of strengths than of challenges. This could mean that things were genuinely going extremely well at that moment or that you felt pressure to present yourself in a more positive manner than the majority of people.

## CSAI™ RESULTS

Your CERNSMITH ADJUSTMENT INDEX© (CSAI™ ) is a highly reliable measure of current personal, social and cultural competencies interfacing with intercultural stressors. CSAI™ provides the best single indicator of overall adjustment and well-being. Your results are percent rank scores.

Overall intercultural challenges outweigh current coping skills, feeling stressed, possibly discouraged



Positive overall intercultural adjustment and coping skills, adequate resources, positive adaptation to culture

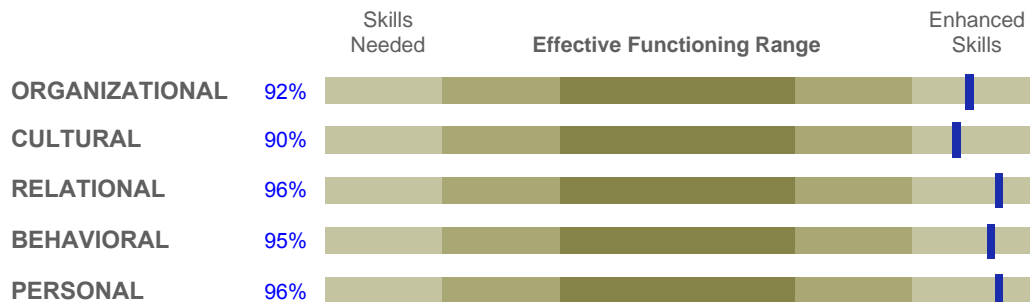
## CSAI™ INTERCULTURAL SKILLS (ICS) DIAGRAM

CSAI™ research has identified 20 content scales grouped into 5 ICS domains. The Hierarchy for Global Success illustrates a progression of ICS domains. The Personal and Behavioral domains measure foundational personal skills (success managing yourself). The Relational, Cultural, and Organizational domains measure social and cultural skills (success interacting with others) as well as environmental demands.

Your answers to the questionnaire found that all domains demonstrate resourcefulness with the Relational and Personal domains being the most resourceful.

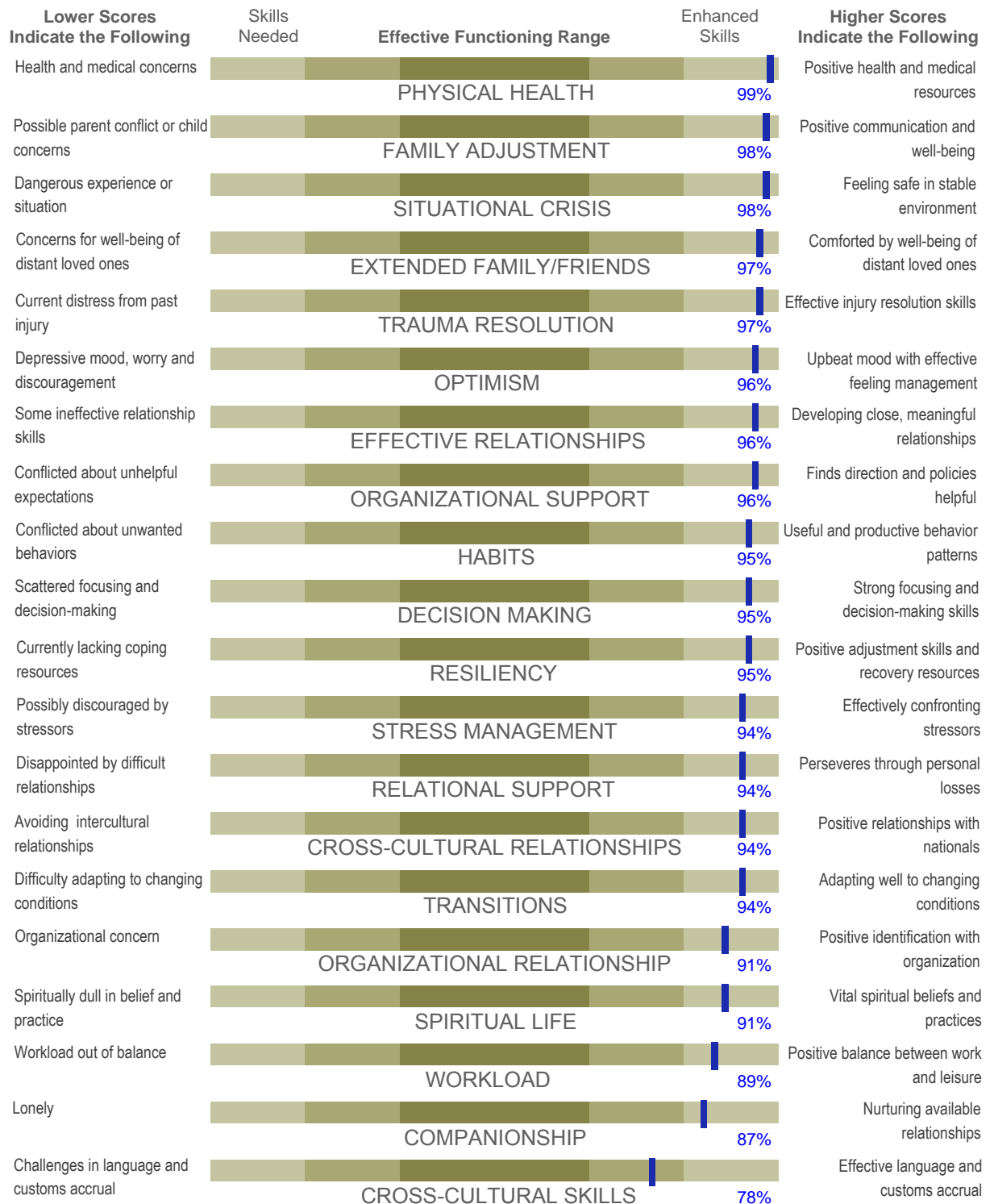


## ICS DOMAIN RESULTS



## SCALE ANALYSIS

The following chart orders your content scale results in a high to low format with brief descriptive comments. This allows you to identify strengths and challenges as your scale results are compared with an international norming group of 1133 expatriate workers, students, and family members who were living in 130 host countries and were from 46 different passport countries. For a detailed report with descriptors please refer to pages 8-10.



## STRENGTHS

### DESCRIPTORS AND SAMPLE BEHAVIORS FOR YOUR 3 HIGHEST SCALES

PHYSICAL HEALTH <i>Health and medical resources</i>	99%	FAMILY ADJUSTMENT <i>Communication and well-being</i>	98%	SITUATIONAL CRISIS <i>A potentially dangerous situation</i>	98%
<ul style="list-style-type: none"> <li>• Maintain good physical health with regular checkups</li> <li>• Maintain network of best available medical support</li> <li>• Care for your body with exercise, rest, and nutrition</li> <li>• Know your physical limitations and respect them</li> </ul>		<ul style="list-style-type: none"> <li>• Model good listening skills</li> <li>• Seek understanding before problem solving</li> <li>• Be generous in offering assistance</li> <li>• Develop a family culture of honoring others</li> </ul>		<ul style="list-style-type: none"> <li>• Think clearly and stay focused under pressure</li> <li>• Develop safety and then explore other alternatives</li> <li>• Obtain objective wisdom in assessing danger</li> <li>• In long term crises beware of becoming overly desensitized</li> </ul>	

#### ENHANCING YOUR STRENGTHS

As you consider your 3 highest scales, what specific actions can you identify to further enhance them?

*PHYSICAL HEALTH* 99%  
*Health and medical resources*

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*FAMILY ADJUSTMENT* 98%  
*Communication and well-being*

.....

.....

*SITUATIONAL CRISIS* 98%  
*A potentially dangerous situation*

.....

.....

## POSITIVE RESOURCE LIST

In the questionnaire you identified the following neutral or positive features of your expatriate experience:

Focusing skills, decision making skills, self care, adequate housing, adequate sleep, feeling supported, vital spiritual relationships, ability to relax, harmony with significant other, relationship connections, spiritual direction, sufficient privacy, adequate emotional support, harmonious relationships, leadership satisfaction, managing hospitality, sexual contentment, guilt-free, reliable relationships, lack of parental concerns, sensitive leadership, positive family adjustment, adequate company direction, spiritual effectiveness, optimistic, hopeful, appropriate company expectations, adjustment of children, company support, comfortable with beliefs, available technical support, feeling safe, feeling secure, healthy workload, coping skills, energetic, encouraging friendships, agreeing with leadership, managing emotions, enjoying available food, spiritually encouraged, good memory, adequate pay, appreciating family and friends, organizational fit, sufficient education, adequate medical resources, flexible thinking, maintaining weight, emotional connections, anger management, company policies, family health, parental cooperation, balanced workload, trusting others, feeling rested, adjusting to gender roles, stable living conditions.

## POSSIBLE STRESSORS

### TYPED IN RESPONSES AND RATINGS

While taking the CSAI™, you were presented with potential stress areas, and invited to type in and rate specific stressors. You identified the following possible stressors and rated their significance.

POSSIBLE STRESSORS	TYPED IN RESPONSES	DISTRESS RATINGS
Occupational stress can be defined as "work pressures".	concern regarding government corruption	Moderately
Psychological stress can be defined as "negative thoughts and feelings".	concern that I cant do what I was asked to do	Moderately
Relational stress can be defined as "problems in current relationships".	micromanagement by management not in area	A Little Bit
A crisis can be defined as "a short term, serious situation".	switching agencies	A Little Bit
Spiritual stress can be defined as "spiritual belief and practice issues".	Difficulty in communicating over email sp needs	A Little Bit
Organizational stress can be defined as "corporate/company issues".	unclear expectations of leadership	A Little Bit
Cultural stress can be defined as "getting needs met in new ways".	lack of respect for structured management style	A Little Bit
Support stress can be defined as "lacking needed relationships and resources".	difficulty communicating well over email	A Little Bit
Physical stress can be defined as "health issues".	rash on my face	Not At All
Historical stress can be defined as "troubling issues from the past".	concern about getting along with former company	Not At All

## POSSIBLE DISTRESS ITEMS

If you selected "extreme distress" for any items when answering the questionnaire, they are listed below.

No Items.

## CHALLENGES

### DESCRIPTORS AND SAMPLE BEHAVIORS FOR YOUR 3 LOWEST SCALES

WORKLOAD <span style="float: right;">89%</span> <i>Managing work/correspondence</i>	COMPANIONSHIP <span style="float: right;">87%</span> <i>Feeling connected</i>	CROSS-CULTURAL SKILLS <span style="float: right;">78%</span> <i>Basic language and customs accrual</i>
<ul style="list-style-type: none"> <li>● Balance workload and other responsibilities</li> <li>● Prioritize email correspondence</li> <li>● Develop accountability structures for occupational effectiveness</li> <li>● Be conscientious in meeting organizational and personal goals</li> </ul>	<ul style="list-style-type: none"> <li>● Pictures help provide a sense of connection with loved ones</li> <li>● Avoid isolation by maintaining correspondence</li> <li>● Nurture relationships with people</li> <li>● Accept social invitations and volunteer to host social events</li> </ul>	<ul style="list-style-type: none"> <li>● Develop an encouraging language learning strategy</li> <li>● Find a cultural mentor who can become a safe, wise person</li> <li>● Enjoy learning and add to cultural competencies daily</li> <li>● Be open and humble during awkward times</li> </ul>

### CONFRONTING YOUR CHALLENGES

As you reflect on your lowest 3 scales, what specific actions can you identify to enhance them?

WORKLOAD 89%  
*Managing work/correspondence*

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COMPANIONSHIP 87%  
*Feeling connected*

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CROSS-CULTURAL SKILLS 78%  
*Basic language and customs accrual*

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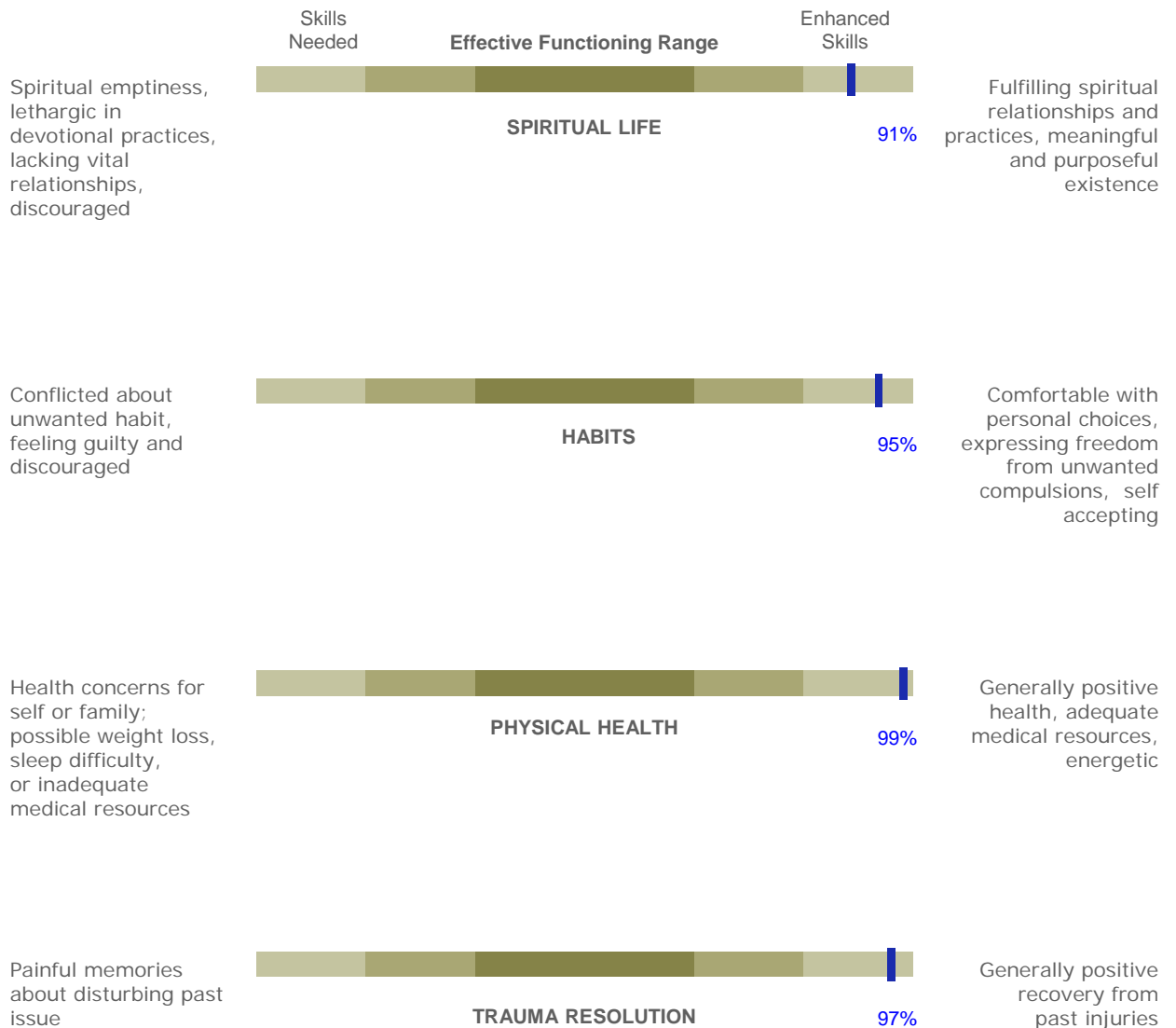
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ADDITIONAL COMMENTS:

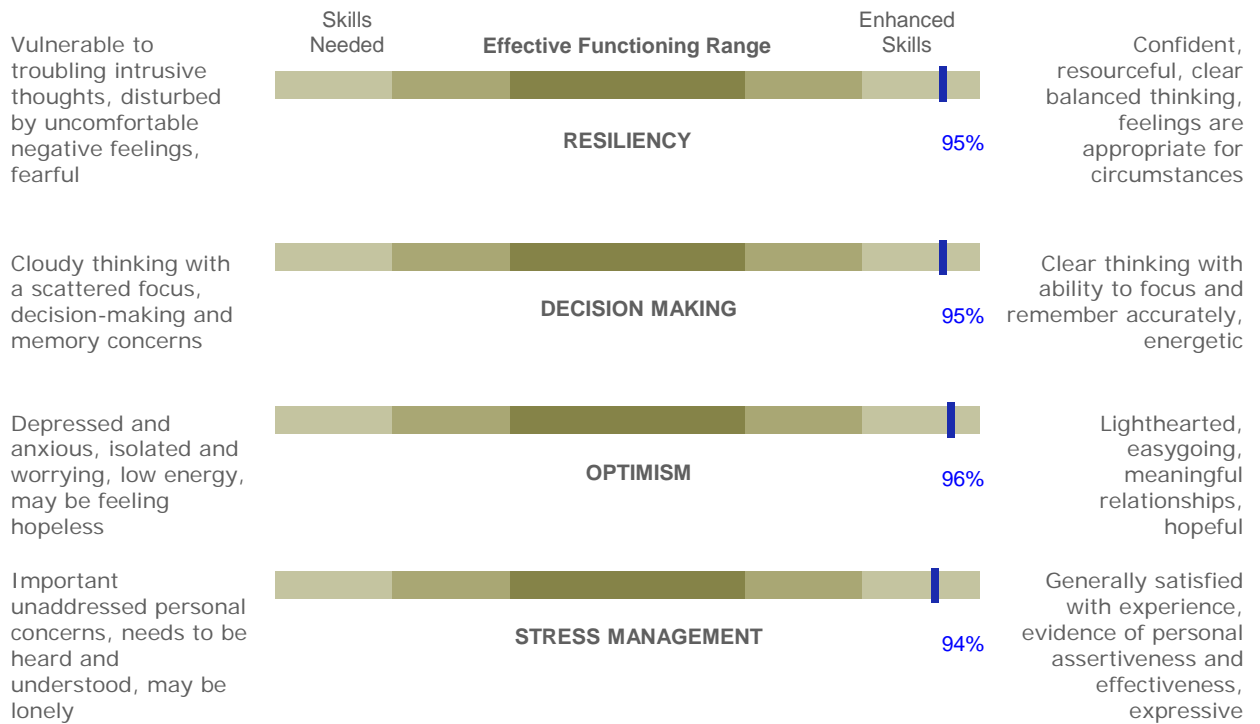
## DETAILED REPORT WITH DESCRIPTORS

In this detailed report, 20 content scales are grouped in 5 ICS domains. High adjustment score descriptors (right side) and low adjustment descriptors (left side) are provided for each scale.

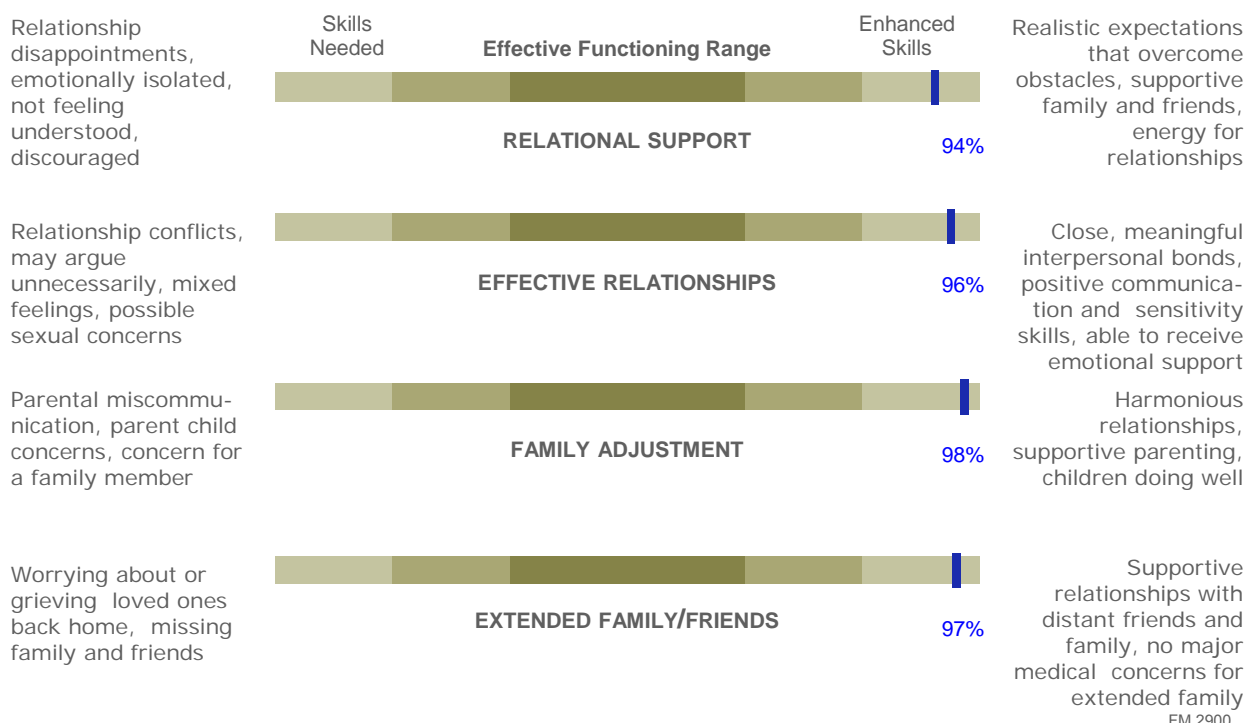
### PERSONAL DOMAIN



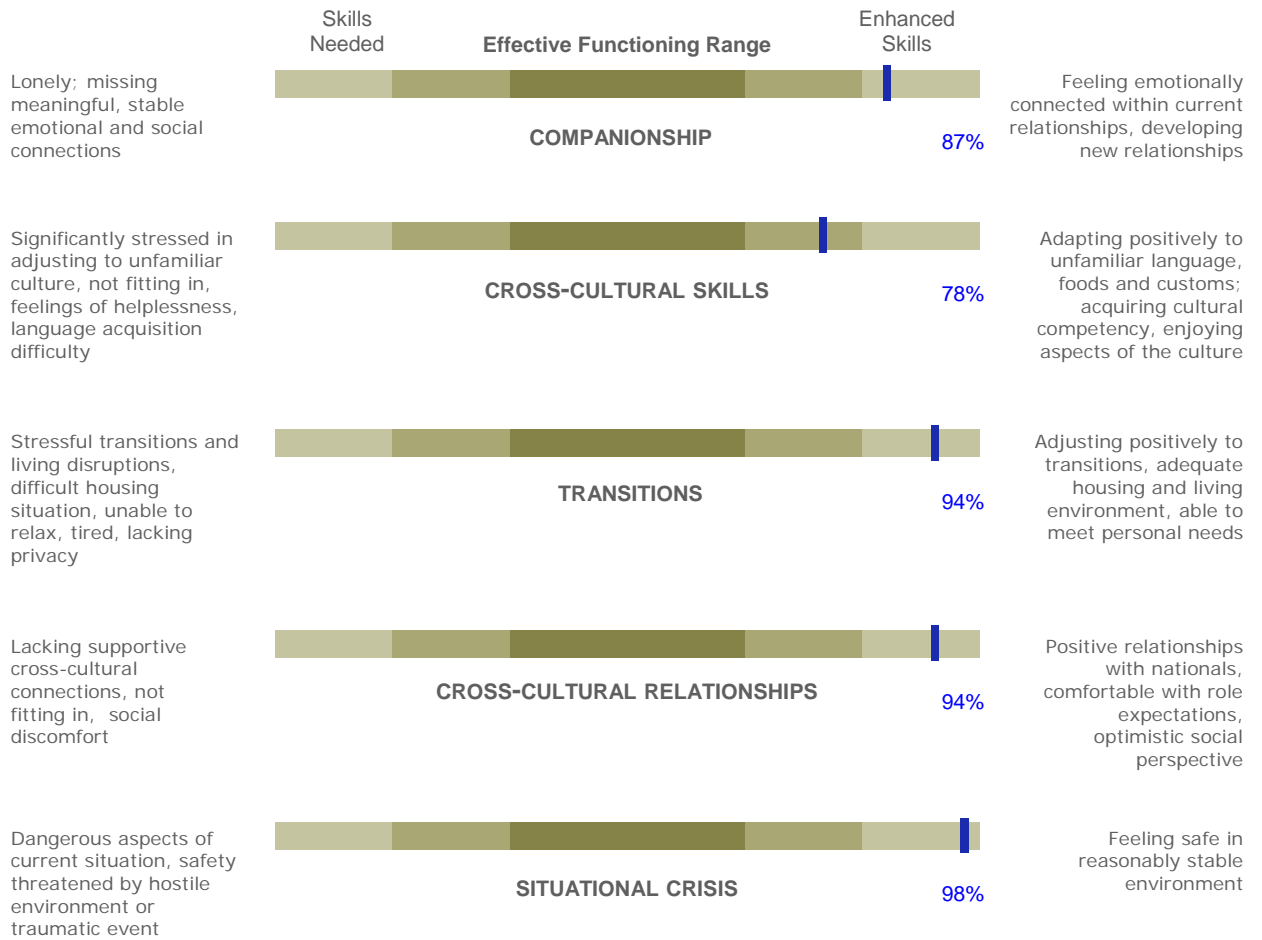
### BEHAVIORAL DOMAIN



### RELATIONAL DOMAIN



**CULTURAL DOMAIN**



**ORGANIZATIONAL DOMAIN**

