

CSA-B

BUSINESS

FEEDBACK REPORT

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ABOUT THIS REPORT

This report is based on your answers to the CSA questionnaire. It includes information about your international experience, how you see yourself, and how you view your situation as you face 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

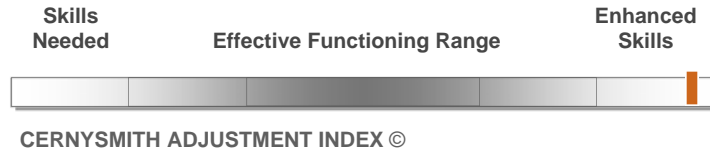
There are certain ways in which most people respond to the CSA. For example, most people report an awareness of strengths and challenges in various areas of intercultural adjustment and coping. Substantial departures from general tendencies can affect the accuracy of the information presented in this 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 unique trends.

You responded to the questionnaire in a manner that suggests a positive awareness of strengths during this season. It is also possible that you are not impacted by stressors as much as others. Focusing on your typed in items may help you identify potential growth opportunities available to you for skill enhancement.

CSA RESULTS

Your **CERNYSMITH ADJUSTMENT INDEX (CSAI)** is a highly reliable measure of current personal, social and cultural competencies interfacing with intercultural stressors. It provides the best overall indicator of adjustment and well-being.

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



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

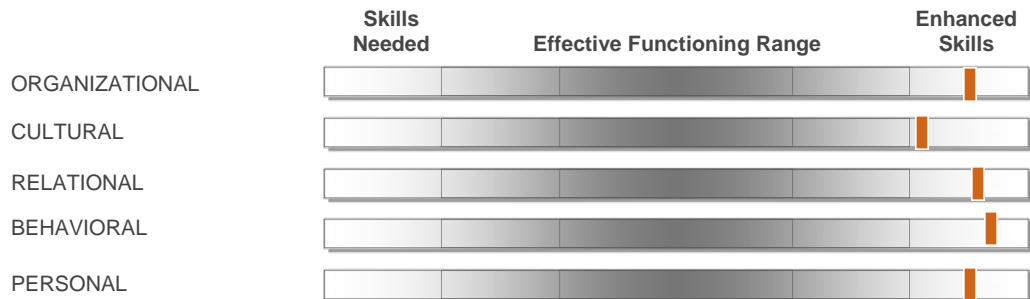
CSA INTERCULTURAL SKILLS (ICS) DIAGRAM

CSA research has identified 20 adjustment and performance scales grouped into 5 ICS domains. The Focus on Global Engagement illustrates a progression of ICS domains. The Personal and Behavioral domains measure foundational personal skills (success managing oneself). The Relational, Cultural, and Organizational domains measure social and cultural skills (success interacting with others) as well as environmental stresses.

Your answers to the questionnaire found that all domains demonstrate resourcefulness with the Behavioral domain being the most resourceful.

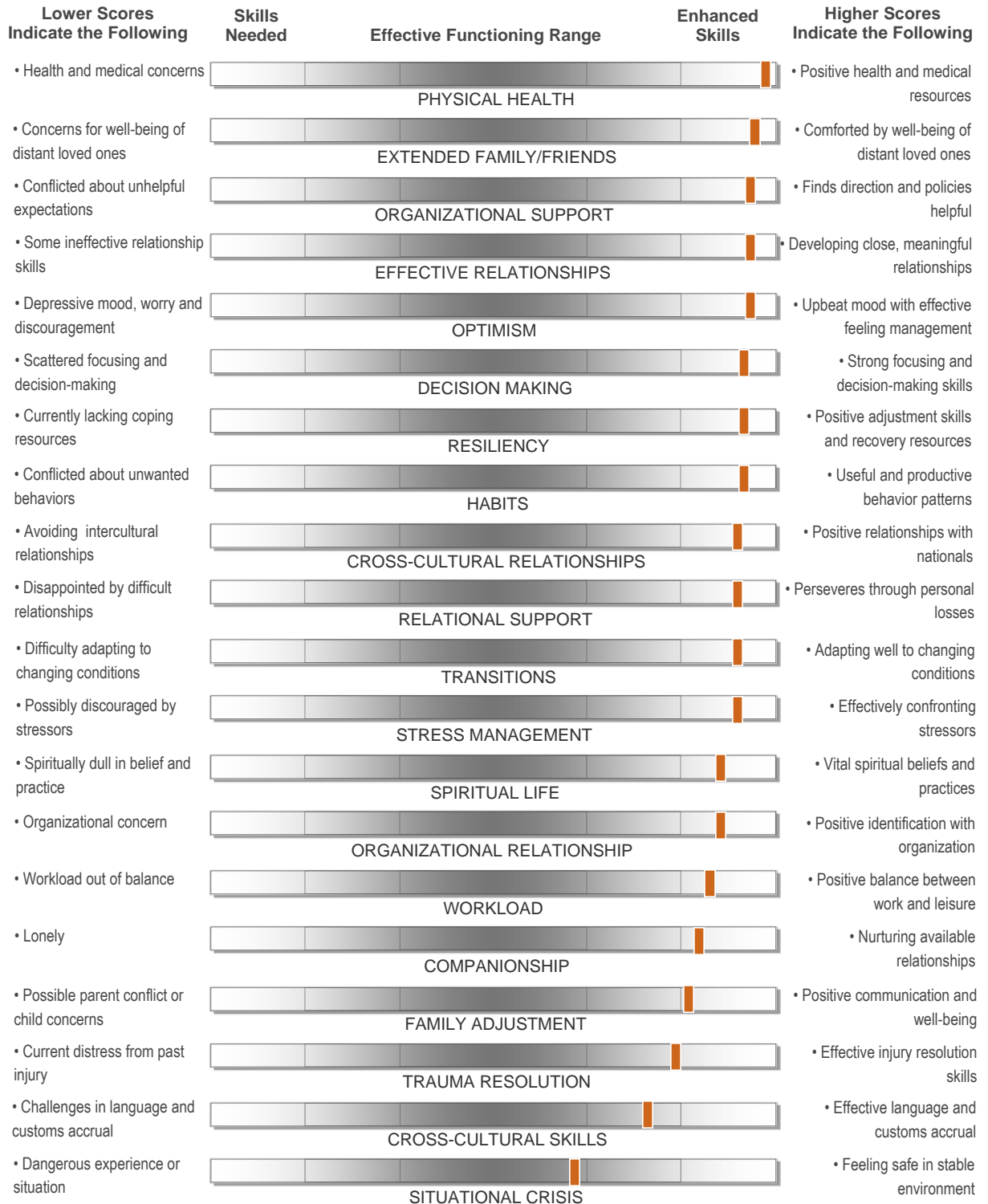


ICS DOMAIN RESULTS



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 THREE STRENGTH SCALES

PHYSICAL HEALTH <i>Health and medical resources</i>	EXTENDED FAMILY/FRIENDS <i>Well-being of distant relationships</i>	ORGANIZATIONAL SUPPORT <i>Helpful expectations and policies</i>
<ul style="list-style-type: none"> ● Maintain good physical health with regular checkups ● Maintain network of best available medical support ● Care for your body with exercise, rest, and nutrition ● Know your physical limitations and respect them 	<ul style="list-style-type: none"> ● Maintain consistent and realistic long distance relationships ● Plan ahead regarding potential problems ● Recognize your limitations in caring at a distance ● Learn to grieve losses without guilt or demands 	<ul style="list-style-type: none"> ● Build rapport by attending to relationships as well as tasks ● Ask for help when needed ● Base conclusions on accurate, documented data ● Offer solutions when requesting change

ENHANCING YOUR STRENGTHS

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

PHYSICAL HEALTH *Health and medical resources*

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EXTENDED FAMILY/FRIENDS *Well-being of distant relationships*

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ORGANIZATIONAL SUPPORT *Helpful expectations and policies*

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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, 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 FM 2900.97

POSSIBLE STRESSORS

TYPED IN RESPONSES AND RATINGS

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

POSSIBLE STRESS ITEMS

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

No Items.

CHALLENGES

DESCRIPTORS AND SAMPLE BEHAVIORS FOR YOUR THREE CHALLENGE SCALES

TRAUMA RESOLUTION <i>Injury recovery skills</i>	CROSS-CULTURAL SKILLS <i>Basic language and customs accrual</i>	SITUATIONAL CRISIS <i>A potentially dangerous situation</i>
<ul style="list-style-type: none"> ● Be honest about past injuries and live in the present ● Maintain self-control in the midst of distress ● Avoid all or nothing thinking especially when under stress ● Network with survivors who can understand and support 	<ul style="list-style-type: none"> ● Develop an encouraging language learning strategy ● Find a cultural mentor who can become a safe, wise person ● Enjoy learning and add to cultural competencies daily ● Be open and humble during awkward times 	<ul style="list-style-type: none"> ● Think clearly and stay focused under pressure ● Develop safety and then explore other alternatives ● Obtain objective wisdom in assessing danger ● In long term crises beware of becoming overly desensitized

CONFRONTING YOUR CHALLENGES

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

TRAUMA RESOLUTION *Injury recovery skills*

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CROSS-CULTURAL SKILLS *Basic language and customs accrual*

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SITUATIONAL CRISIS *A potentially dangerous situation*

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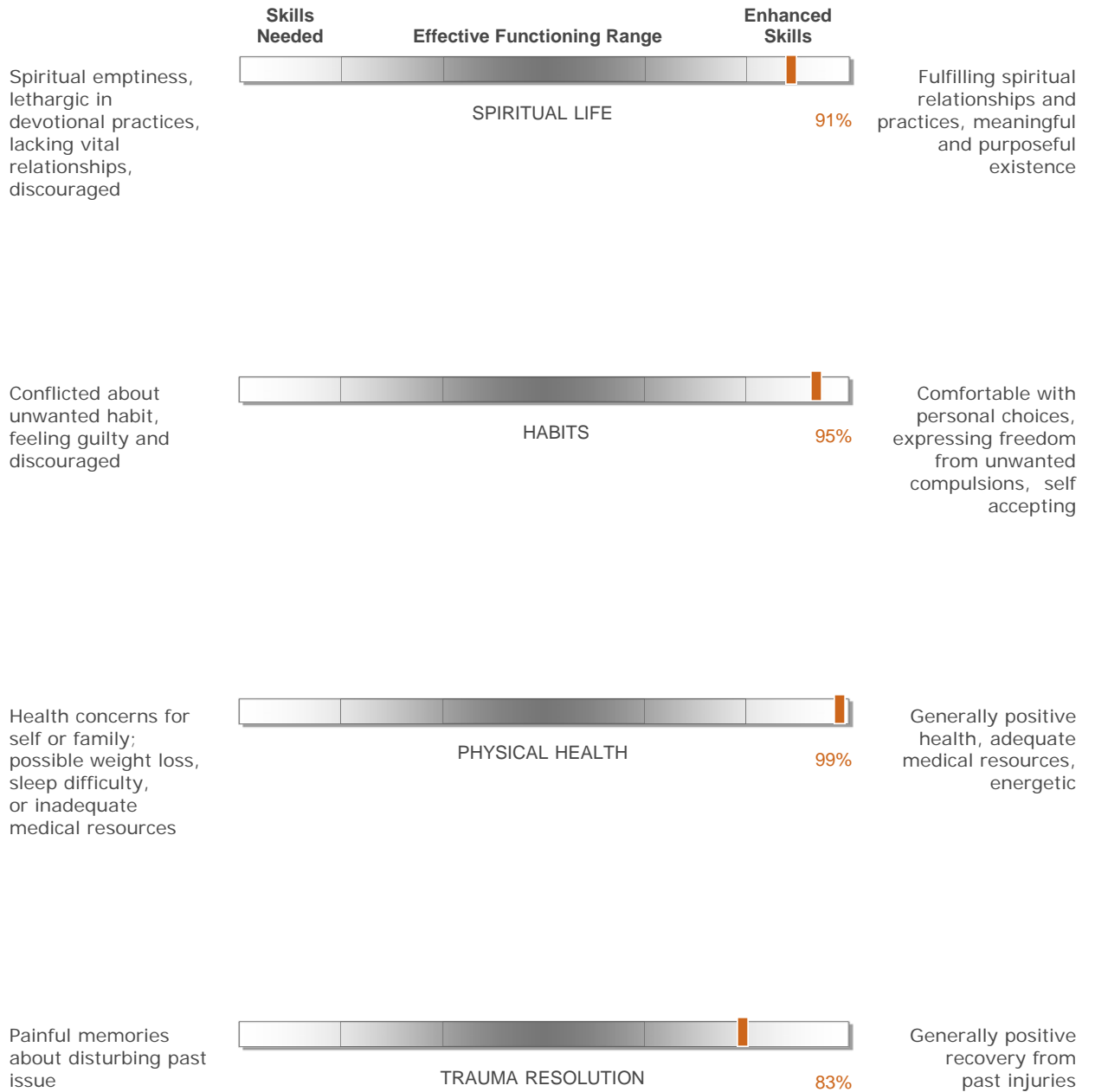
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ADDITIONAL COMMENTS:

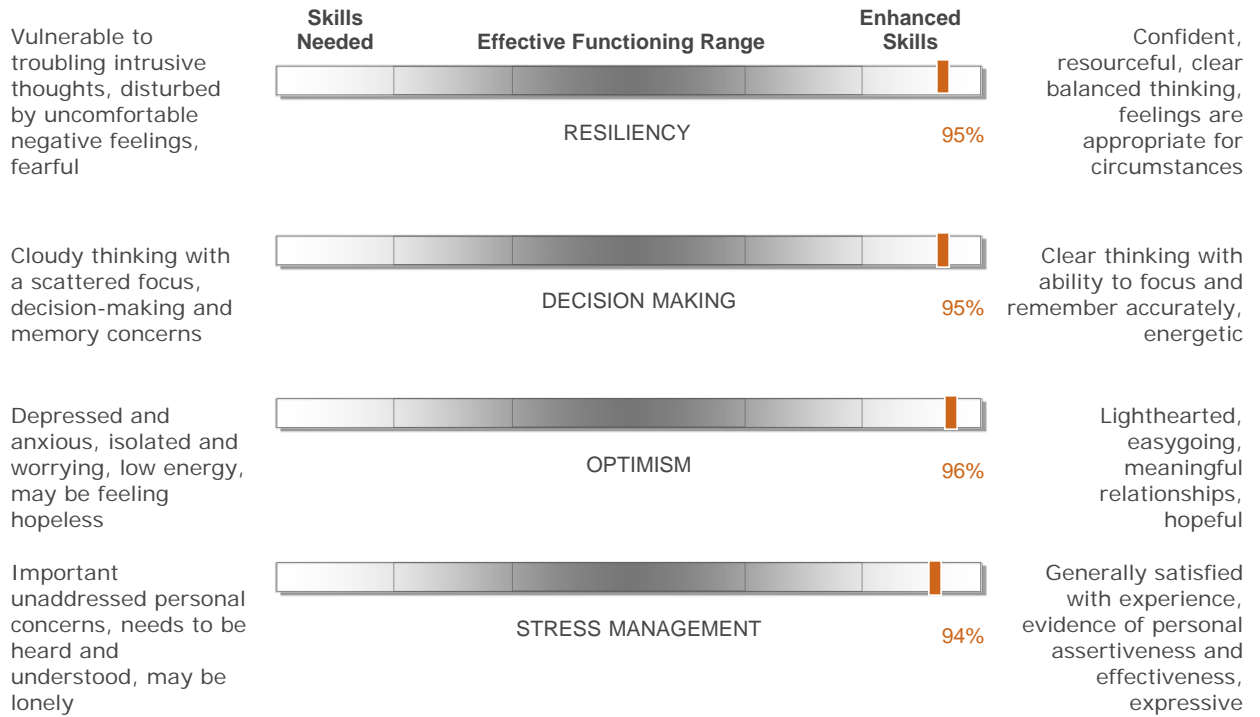
DETAILED REPORT WITH DESCRIPTORS

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.

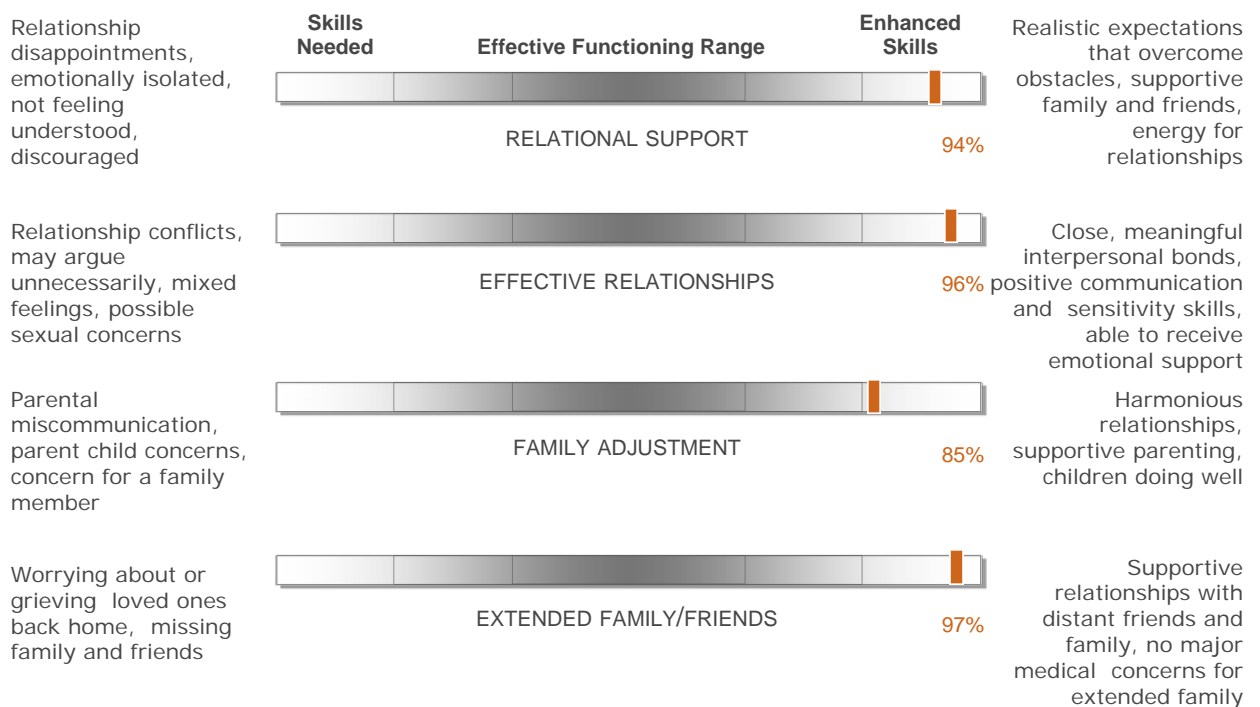
PERSONAL DOMAIN



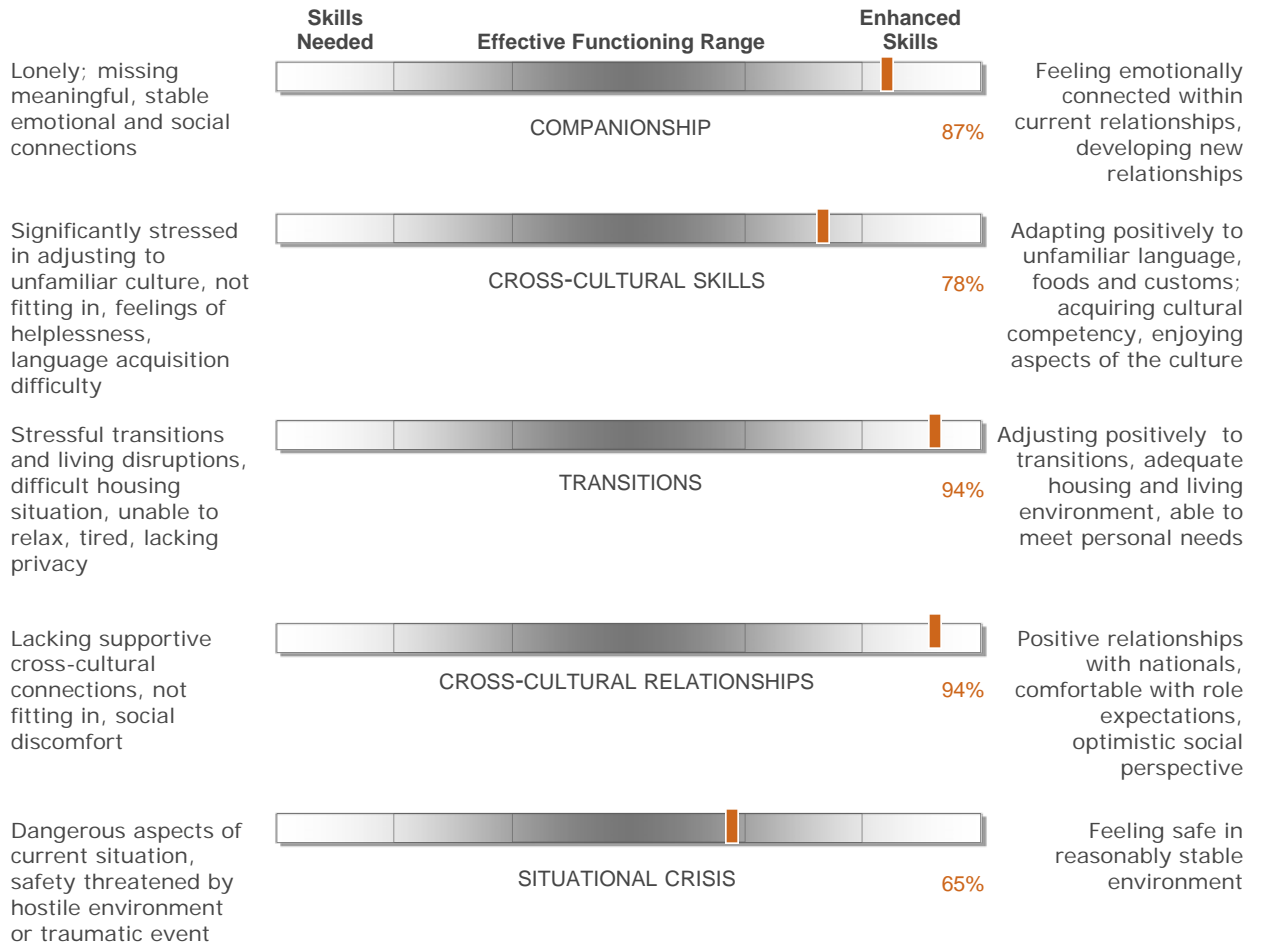
BEHAVIORAL DOMAIN



RELATIONAL DOMAIN



CULTURAL DOMAIN



ORGANIZATIONAL DOMAIN

