

CSA-B

BUSINESS

BRIEF 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 APPROACH TO THE QUESTIONNAIRE

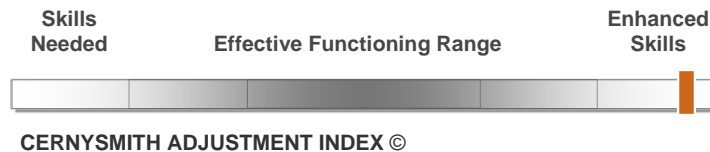
There are certain ways in which most people respond to the CSA. For example, most people report an awareness of strengths and challenges in various areas of intercultural adjustment and coping. Substantial departures from general tendencies can affect the accuracy of the information presented in this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

STRENGTHS

DESCRIPTORS AND SAMPLE BEHAVIORS FOR YOUR THREE STRENGTH SCALES

PHYSICAL HEALTH <i>Health and medical resources</i> RANGE: ENHANCED SKILLS	EXTENDED FAMILY/FRIENDS <i>Well-being of distant relationships</i> RANGE: ENHANCED SKILLS	ORGANIZATIONAL SUPPORT <i>Helpful expectations and policies</i> RANGE: ENHANCED SKILLS
<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

Identify and circle one or two of the above behaviors which are strengths that you may want to use more often.

POSSIBLE STRESSORS

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

CHALLENGES

DESCRIPTORS AND SAMPLE BEHAVIORS FOR YOUR THREE CHALLENGE SCALES

TRAUMA RESOLUTION <i>Injury recovery skills</i> RANGE: EFFECTIVE FUNCTIONING RANGE	CROSS-CULTURAL SKILLS <i>Basic language and customs accrual</i> RANGE: EFFECTIVE FUNCTIONING RANGE	SITUATIONAL CRISIS <i>A potentially dangerous situation</i> RANGE: EFFECTIVE FUNCTIONING RANGE
<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

The stressors you typed in and your three challenge scales listed above provide two information sources about possible adjustment challenges. As you consider this information, identify one or two goals for enriching your expatriate effectiveness.

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Consider the sample behaviors listed above as you identify one or two action steps you could take to achieve your goals and enhance your international experience.

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Networking and accountability are especially important for expatriates. Identify a wise and trusted person with whom you might consider discussing your CSA results and your strategy for enhancing current adjustment experience.

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ADDITIONAL COMMENTS:

If you have questions about your CSA results or about developing an effective strategy for enhancing intercultural skills, contact the trainer or coach who provided you with this opportunity to take the CSA.