

# 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 married, 38-year-old male from the United States of America who has been living cross-culturally in India for 24 months. You have a total of 10 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 two children. Your two children are ages 11 and 17+.

## 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 an open and revealing manner demonstrating a balanced awareness of both strengths and challenges. Coaching will likely be able to readily affirm strengths and identify specific goals for growth and development.

## 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

WORKLOAD <i>Managing work/correspondence</i> RANGE: ENHANCED SKILLS	TRAUMA RESOLUTION <i>Injury recovery skills</i> RANGE: EFFECTIVE FUNCTIONING RANGE	EXTENDED FAMILY/FRIENDS <i>Well-being of distant relationships</i> RANGE: EFFECTIVE FUNCTIONING RANGE
<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>• Be honest about past injuries and live in the present</li> <li>• Maintain self-control in the midst of distress</li> <li>• Avoid all or nothing thinking especially when under stress</li> <li>• Network with survivors who can understand and support</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain consistent and realistic long distance relationships</li> <li>• Plan ahead regarding potential problems</li> <li>• Recognize your limitations in caring at a distance</li> <li>• Learn to grieve losses without guilt or demands</li> </ul>

### 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>Partnering with people I don't know well</i>	Moderately
Relational stress can be defined as "problems in current relationships".	<i>Facing home office people who have made mistakes</i>	Moderately
Physical stress can be defined as "health issues".	<i>Carpul Tunnel Syndrome</i>	Moderately
Organizational stress can be defined as "corporate/company issues".	<i>Destructive stomewalling at the home office</i>	Moderately
Spiritual stress can be defined as "spiritual belief and practice issues".	<i>knowing the church institution doesn't understand</i>	Moderately
Cultural stress can be defined as "getting needs met in new ways".	<i>inability to discern a yes from a no</i>	Moderately
Psychological stress can be defined as "negative thoughts and feelings".	<i>I struggle with part of my emotioinal makeup</i>	Moderately
Support stress can be defined as "lacking needed relationships and resources".	<i>Indian partner's inability to make good judgment</i>	Moderately
A crisis can be defined as "a short term, serious situation".	<i>Anti-American sentiment in Inda</i>	A little bit
Historical stress can be defined as "troubling issues from the past".	<i>I just wonder if current issues are rooted in past</i>	Not at all

## CHALLENGES

### DESCRIPTORS AND SAMPLE BEHAVIORS FOR YOUR THREE CHALLENGE SCALES

<b>SITUATIONAL CRISIS</b> <i>A potentially dangerous situation</i> RANGE: EFFECTIVE FUNCTIONING RANGE	<b>ORGANIZATIONAL SUPPORT</b> <i>Helpful expectations and policies</i> RANGE: EFFECTIVE FUNCTIONING RANGE	<b>FAMILY ADJUSTMENT</b> <i>Communication and well-being</i> RANGE: SKILLS NEEDED
<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>	<ul style="list-style-type: none"> <li>• Build rapport by attending to relationships as well as tasks</li> <li>• Ask for help when needed</li> <li>• Base conclusions on accurate, documented data</li> <li>• Offer solutions when requesting change</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>

### 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.