

HEIghten® Intercultural Competency & Diversity Assessment

Analyze & Act Performance Level Descriptions

Scores on the Analyze and Act dimension reflect the reactions of test takers to descriptions of interactions among culturally different others.

Advanced (Score Range 175–180)

In responding to descriptions of interactions with culturally different others, test takers at this level are **highly aware of/able to identify**:

- the impact of their own culture, values, preferences and previous experiences on their cognitive, emotional and behavioral responses
- how certain behaviors or actions may be interpreted by other people
- how nonverbal behaviors or cues may signal certain feelings, thoughts, or intentions
- others' responses to their own actions and signals
- others' physical, verbal, and nonverbal behaviors and cues during a social interaction
- others' potential viewpoints
- how preconceived judgments and stereotyped thinking can interfere with information processing
- how to use declarative cultural knowledge to enhance interactions (with culturally different others)
- the importance of monitoring and revising personal behavior to engage in culturally appropriate behavior and to avoid culturally inappropriate behavior
- the importance of monitoring and revising emotions in an automatic or controlled manner

Proficient (Score Range 158–174)

In responding to descriptions of interactions with culturally different others, test takers at this level are **moderately aware of/able to identify**:

- the impact of their own culture, values, preferences and previous experiences on their cognitive, emotional and behavioral responses
- how certain behaviors or actions may be interpreted by other people
- how nonverbal behaviors or cues may signal certain feelings, thoughts, or intentions
- others' responses to their own actions and signals
- others' physical, verbal, and nonverbal behaviors and cues during a social interaction
- others' potential viewpoints
- how preconceived judgments and stereotyped thinking can interfere with information processing
- how to use declarative cultural knowledge to enhance interactions (with culturally different others)
- the importance of monitoring and revising personal behavior to engage in culturally appropriate behavior and to avoid culturally inappropriate behavior
- the importance of monitoring and revising emotions in an automatic or controlled manner

Developing (Score Range 150–157)

In responding to descriptions of interactions with culturally different others, test takers at this level are **not very aware of/able to identify**:

- the impact of their own culture, values, preferences and previous experiences on their cognitive, emotional and behavioral responses
- how certain behaviors or actions may be interpreted by other people
- how nonverbal behaviors or cues may signal certain feelings, thoughts, or intentions
- others' responses to their own actions and signals
- others' physical, verbal, and nonverbal behaviors and cues during a social interaction
- others' potential viewpoints
- how preconceived judgments and stereotyped thinking can interfere with information processing
- how to use declarative cultural knowledge to enhance interactions (with culturally different others)
- the importance of monitoring and revising personal behavior to engage in culturally appropriate behavior and to avoid culturally inappropriate behavior
- the importance of monitoring and revising emotions in an automatic or controlled manner

Approach Level Descriptions

Scores on the Approach dimension reflect test takers' views of themselves. Test takers are divided into three groups based on their self-reported reactions to hypothetical situations.

Note: Scores may not reflect how individuals will actually respond or perform in real-world situations.

High (Score Range 130–150)

Test takers at this level view themselves as **very capable** of:

- adapting to and navigating cross-cultural environments
- communicating with and understanding the intentions and viewpoints of culturally different others
- facing/dealing with ambiguous circumstances or situations that do not have clear outcomes
- responding to cross-cultural interactions in a positive way

Neutral (Score Range 112–129)

Test takers at this level view themselves as **moderately capable** of:

- adapting to and navigating cross-cultural environments
- communicating with and understanding the intentions and viewpoints of culturally different others
- facing/dealing with ambiguous circumstances or situations that do not have clear outcomes
- responding to cross-cultural interactions in a positive way

Low (Score range 90–111)

Test takers at this level view themselves as **not very capable** of:

- adapting to and navigating cross-cultural environments
- communicating with and understanding the intentions and viewpoints of culturally different others
- facing/dealing with ambiguous circumstances or situations that do not have clear outcomes
- responding to cross-cultural interactions in a positive way
- proposals that would lead to increased civic participation by individuals or groups