

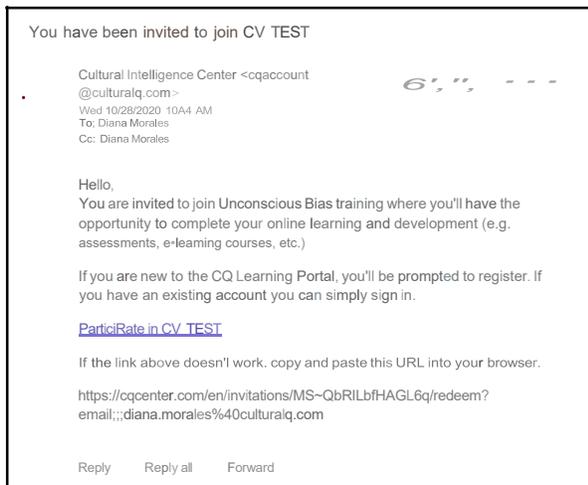
GUIDELINES FOR COMPLETING THE CQ 360° ASSESSMENT™

The CQ 360 Assessment assesses individual and observer-rated capabilities in the four factors and 13 sub-dimensions of Cultural Intelligence (CQ) as well as individual cultural value orientations. This assessment typically takes 15-25 minutes to complete. Both you and your observers will complete the assessment. Please see observer guidelines below.

1. How do I take/access my assessment?

There are two ways that you could have been invited to take your assessment:

- A) You were emailed a personalized link from cqaccount@culturalq.com. Please double check your spam folder to ensure the invite was not accidentally filtered through there. The subject line will say, "You have been invited to join..." Please see the image below. For instructions on what to do after you click on the invitation link, [click here](#).



- B) You were sent a universal link (open-enrollment link) in an email from your administrator. Your administrator is the person(s) who asked you to take the assessment. Please check your email for the initial email regarding the assessment. Sometimes administrators will say something like, "click on this link to take your assessment." Click on the link included in the email and then on the "Join" button. For instructions on what to do after you click "Join," [click here](#).

2. I completed my assessment. How do I access my results (feedback report)?

Your feedback report will be made available on your dashboard on completion of the assessment. Please be sure to download and/or print your report prior to the training. To download your feedback report, log into the CQ Learning Portal (https://cqcenter.com/users/sign_in), and click on "Download Feedback Report" on your dashboard.

3. I forgot my password.

Please go to https://cqcenter.com/users/sign_in and click the "forgot password" link.

4. Can I change the email address that I used to create my account?

Yes, log in to the CQ Learning Portal (https://cqcenter.com/users/sign_in) and click on the "Options" button on the top right and then on "Edit Account."

5. My account says that I have not confirmed my email address.

You should have received an email asking you to confirm your email address. This email was sent from cqaccount@culturalq.com. Please note that this is not the same link as your invitation link. If you cannot locate the confirmation link, [click here](#) and then on "Didn't Receive Confirmation Instructions." This action will resend confirmation instructions to you.

6. I took the assessment but realized afterwards that I accidentally answered the opposite of what I meant to (eg completely agree instead of completely disagree). Is there a way I can go back and change my answers or retake the assessment?

You may reset your assessment responses at any time while taking the assessment, up until it has been submitted. If you make this realization after submitting your assessment, please email admin@culturalq.com.

GUIDELINES FOR THE OBSERVER PORTION OF YOUR ASSESSMENT

The observer portion of your assessment takes place after you complete your assessment. The next step is to invite others (observers) to complete the assessment.

The Importance of Observer Feedback

The observer portion of this assessment is crucial to getting the reporting needed to facilitate this training. After completing your assessment, please be sure to invite "Observers" to take the assessment. Without observers, your results (feedback report) will have incomplete data. If you have any issues with inviting your observers please contact us at admin@culturalQ.com.

1. How do I invite my observers?

Login to the CQ Learning Portal (https://cqcenter.com/users/sign_in) and click on the "Invite Observers" button under your assessment on your dashboard. Then copy/paste or type your observers' email addresses in the invitation field and then click on "Send Invitations."

Observers will be sent an assessment invite from our system to the email address entered for them. It will also be sent from cqaccount@culturalq.com.

2. My observer says they did not receive their invitation email (email asking them to take the assessment).

First, please check that your observer's email address was entered correctly in the portal.

If you entered their email incorrectly, simply click on "Invite Observers" to send a new invitation to the correct email.

If their email is correct, click on "Resend Invitation" next to their email address. Then notify your observer that you have you resent the invitation to them.

Finally, please have your observer check their spam folder to ensure the invite was not accidentally filtered through there. The invite will be sent from cqaccount@culturalq.com.

3. Can I see how many of my observers have completed the assessment?

Yes, you can check how many of your observers completed the assessment on your dashboard. Under your assessment, you will see an "Observers" section, and directly under that, you will see how many observers completed the assessment (questionnaire). Please see the image below.



4. Can you tell me who has/has not completed the assessment?

Due to our confidentiality policy, you cannot see specific names of who has/has not completed the assessment.

Instead, you may resend observer invitations, or add additional observers to ensure maximum completion. Additionally, we will be monitoring observer completion and sending out reminders periodically to Certification participants as needed.

5. Can I invite more than 5 observers?

Yes, please feel free to invite as many observers as you'd like. Five is ideal, **but completion by only 3 observers is required to have observer feedback included in your feedback report.**

If you need to add additional observers at a later time, you may do so from your dashboard: https://cacenter.com/users/sign_in. Click on "Invite Observers."