



INTERCULTURAL EFFECTIVENESS SCALE



The **Intercultural Effectiveness Scale (IES)** is a statistically validated instrument used to assess & develop key cultural competencies for success in a diverse, global environment. Below are a few examples of how clients have successfully utilized the tool:

INDUSTRY	ORGANIZATION	CATEGORY	APPLICATION
Finance	International bank headquartered in the U.K.	International assignment selection process & onboarding	Administered IES as part of candidate selection process for international assignments. IES results also impacted personal development plans while candidates were on assignment.
Healthcare	National, managed healthcare organization in the U.S.	Organization-wide assessment for Diversity & Inclusion and cultural competency	Leveraged the assessment to improve relations in and among staff as well as to enhance cultural competence in patient care.
Business	Regional corporation in the U.S.	Diversity & Inclusion mentoring and talent development	As an effort to promote the development of a diverse group of potential leaders, mentors from upper management were paired with individual contributor mentees. The mentees' IES profile was used as a basis for individual coaching/development plans.
State Government - Health	Statewide health services agency	Diversity & Inclusion program, learning and development	Administered the IES across the organization to gain a benchmark for reaching D&I goals. IES profiles were used as a needs assessment for individual coaching as well as organization-wide learning and development efforts.
International Development	Government sponsored international development organization	New hire selection process	Integrated IES as part of the selection process for new hires.
Government-based foreign exchange/ foreign relations	U.S. government organization sponsoring academic exchange	Needs assessment to target learning & development design to assist students in adjusting to U.S. culture	Administered IES to a cohort of 20 students. All showed opportunity for development in "Hardiness." Trainer conducted interviews to identify more specific reasons that informed this result and subsequently tailored trainings to address specific issues.
Higher Education	Numerous higher education institutions	Pre and post tests to measure impact of short-term study abroad programs	Administered IES before participant leaves for study abroad experience. Results inform individual development plan of participant while abroad. Post-tests administered to measure development of intercultural effectiveness. Results used to measure program impact.

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