

HEIghten® Intercultural Competency & Diversity Assessment

Analyze & Act Performance Level Descriptions for earning a Certificate & Badge

Advanced (Scaled 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 (Scaled 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