



**Epitome : International Journal
of Multidisciplinary Research**

ISSN : 2395-6968

Cultural Intelligence Dimensions and Multicultural Team Collaboration: An Integrative Framework in Digital Era

Preeti Saraswat (Research scholar) Jaypee Business School, Jaypee Institute of Information and Technology, Noida Sector- 62, Uttar Pradesh, India

E-mail ID – preetisaraswat48@gmail.com

Dr. Shivani Kapoor (Assistant Professor) Jaypee Business School, Jaypee Institute of Information and Technology, Noida Sector- 62, Uttar Pradesh, India

Dr. Mitushi Singh (Assistant Professor) Jaypee Business School, Jaypee Institute of Information and Technology, Noida Sector- 62, Uttar Pradesh, India

Abstract :

In the recent growing years, the demand for multi-cultural leader has risen with the rapid globalization. The proliferation of multi-cultural team has intensified in globalised economy to understand the cultural Diversity in multicultural team to achieve the effective Communication and collaboration.

This paper explores the Conceptual framework and scholarly discussion from a reputable source such as Journal articles, scholarly references, and relevant books to examine the influence of the four dimensions of Cultural intelligence- metacognitive, cognitive, motivational, and behavioural on Quality of Communication and collaborative Outcome in multi-cultural team settings. Taking from Cultural Intelligence Theory, Social Cognitive Theory and the input process output model. In this paper we develop propositions linking each one of the Cultural Intelligence dimensions with Specific Communication Behaviour (turn taking equity, Feedback exchange and Conflict resolution). We have further introduced the mediating role of psychological safety and mediating role of team virtuality and language diversity. The proposed framework focused on scholarly understanding of micro-level system of organisation through which Cultural intelligence moulds the team process and develops action taking insight for managing workforce diversity in multinational organisations.

Keywords: *cultural intelligence, multicultural teams, communication, collaboration, team effectiveness, conceptual framework*