The Global Mind Monitor

The importance of a global mindset
In the field of higher education, a great deal of attention is devoted to the development of intercultural competences, also referred to as a global mindset. This is the capacity to act appropriately and effectively in intercultural situations on the basis of knowledge, skills, and attitude. As the work environment becomes increasingly international, a global mindset is a crucial employability factor for employees and employers.

In practice, however, it often turns out to be difficult to express in words the development of intercultural competences and to assess them. In order to gain insight into this development, the Research Centre for International Relationship Management has developed the Global Mind Monitor: a measuring instrument that gives students the opportunity to reflect on what they have learned and helps lecturers to carry out an evaluation interview with the student on the basis of concrete parameters. In addition, the Global Mind Monitor (GMM) presents an impression of the extent to which certain educational activities promote the development of intercultural competences and how these competences contribute to the employability of students.

Global Minds programme
The Global Mind Monitor forms part of the Global Minds programme developed by the Research Centre for International Relationship Management. We develop tools, education, and training in order to help students and professionals to increase their decisiveness and employability in a globalizing environment/work environment. We do this by working together with lecturers, students, and researchers of Zuyd University of Applied Sciences, as well as with other educational institutions, government bodies, and companies.

We also perform longitudinal research into ‘international learning outcomes,’ devoting particular attention to the development of the intercultural competences of students and the role of cultural diversity and communication in the interactions between organization, employees, and clients.
A tool with wide-ranging uses
The Global Mind Monitor can be used in a wide range of ways. Companies and organizations that would like insight into the intercultural competences of their employees can use the tool. There are various ways of using the Global Mind Monitor:
- Once-only: at what level does a person estimate their intercultural competences to be, and where is there room for improvement?
- Before and after a period spent abroad: has the stay abroad contributed to the development of intercultural competences?
- Longitudinal (e.g. an annual measurement): what kind of development is there of intercultural competences over a longer period of time, for instance during a study programme?
- 360° (in combination with one of the above methods): how do the supervisor, manager, family members, and/or friend(s) assess a person’s intercultural competences?

How does it work?
The Global Mind Monitor is a questionnaire that is made accessible via a web portal. The questions concentrate on the following characteristics and the working method by which a person picks up these qualities:
- Openness (cultural empathy, open-mindedness)
- Adaptability (flexibility, emotional stability)
- Social initiative
- Cultural knowledge/meta-knowledge
- Intercultural behaviour
- Cultural motivation

What will it result in?
Once the questionnaire has been completed, the results will be made available in a personal portal. It is also possible to compare individual results with group results. Ultimately, there will be access to an individual report in which absolute and relative scores are presented in diagrams. An explanation will be provided of the meaning of the scores and the area(s) in the person could make improvements. The report serves as a basis for reflection and evaluation.

More services
The Research Centre also offers the following services, amongst others:
- Workshops and presentations in the field of intercultural competence development
- Workshops and presentations on the use of the GMM
- Information sessions for internship supervisors on how to use the GMM for reflection purposes
- Information sessions for support staff regarding the administrative aspects of the GMM
- Information sessions for students intending to use the GMM
- Workshops for licence holders (for research partners of Zuyd)
- Workshops, presentations, and information sessions on request

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