

ACTIVITY 6.3 | Intercultural Feedback Skills: Sample Responses for Exercises

Giving Directions

Be specific and explicit

- a. Take this to environmental engineering in 8-36 and tell them to fix the broken switch.
- b. Requests for vacations and time off during November and December must be turned in by 9 a.m. tomorrow.
- c. Drop these off at the mailroom slot on your way out.

Giving Feedback

Make observations about behaviors and conditions, not judgments about the person

- a. You need to be at your work station by 8 a.m. each day.
- b. I'd like the work area clear of food and coffee cups.
- c. I'd like the phones answered by the third ring with "Good morning/afternoon, data processing, this is Teresa."
- d. I'd like customers greeted with a smile and treated like a guest in your home.

Use the passive rather than the active voice

- a. There are a few errors in these computations.
- b. The desk was uncovered for a half hour this afternoon.
- c. These charts were found incomplete this morning.
- d. These forms have been turned in late for the last three weeks.

Be positive, telling what you do want, not what you don't

- a. I'd like to start the meeting promptly at 9 a.m.
- b. Please remember to turn in time cards on Thursdays now.
- c. I'd like to see people offering to help each other when their own work is done.
- d. I'd like you to follow the steps outlined in the personnel manual when calling in sick.