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## Suggestions for Using Intercultural Feedback Skills

**Objectives:**

- Practice three specific feedback skills that can prevent loss of face

**Intended Audience:**

- Managers wanting to gain additional skill in giving feedback to diverse employees
- Trainees in a managing diversity seminar
- Trainers wanting to gain additional skill in giving feedback to diverse trainees

**Processing the Activity:**

- After reading the section *Ten Ways to Provide Feedback without Loss of Face* or hearing a lecturette on the topic, individuals write their own feedback statements for each of the three techniques.
- Then, if in a group, they can form smaller groups to share their statements, giving each other feedback on them. If working individually, compare statements to the suggestions at the end of the chapter.
- The total group then discusses difficulties encountered and specific items learned from this activity.
- To apply the learning, individuals using situations from their own experience write three feedback statements, one for each technique, which they would give in their real-life situation.

**Questions for Discussion:**

- Which techniques were easiest? Most difficult?
- Where could you use these?

**Caveats, Considerations, and Variations:**

- Some individuals may feel disgruntled because techniques 1 and 3 are standard feedback skills suggested in many supervisory and management development programs. Acknowledging their previous training in these areas up front may help circumvent this potential resistance. Stress that while it is an old technique, it has value with this new issue.
- Technique 2, using passive language, is apt to be difficult for native English speakers. There may be resistance from those who see it as vague, beating around the bush, and avoiding the issue. Help individuals see that it is an additional technique they may choose to use (or not to use) when and if appropriate.