
ACTIVITY 6.1 | Intercultural Feedback Skills

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

Judgment/Evaluation	Behavior/Situation
a. This report is incomplete.	I'd like to see a table of contents and summary added.
b. Your tardiness has become a problem.	_____
c. Your work area is sloppy.	_____
d. I'd like more professional behavior from office staff.	_____
e. I've heard complaints about your attitude.	_____

2. Use the passive rather than the active voice.

Active	Passive
a. You forgot to turn off the air conditioner.	The air conditioner was left on all night.
b. You made some errors in these computations.	_____
c. You are late from lunch again.	_____
d. The night shift left these charts incomplete	_____
e. Your department is slow in returning these forms.	_____

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

Negative	Positive
a. That's not the way to do that.	Try it this way.
b. Don't be late to the meeting.	_____
c. Don't forget that your time cards are due on Thursdays now.	_____
d. There's not enough initiative on this staff.	_____
e. You're not following procedures.	_____
