

## **Cross-Cultural Performance Feedback: Some Guidelines**

- 1. When there is a problem, intervene as soon as it is appropriate and possible.**
- 2. Explain that everyone in the organization is coached and evaluated periodically.**
- 3. Discreetly and appropriately inquire about the worker's personal welfare (for example, family, children, housing, etc.)**
- 4. Make it clear that you want help.**
- 5. Criticize in private.**
- 6. Communicate courtesy and respect for the worker's own perspectives, including personal values and culture.**
- 7. Be aware of tone of voice, pace, and loudness.**
- 8. Be careful of the impact of body height and space.**
- 9. If there seems to be a common pattern beyond the performance of one individual, consider criticism and coaching of the group as a whole rather than one individual.**
- 10. Use humor only when certain that it will be received in the positive manner in which you intended it.**
- 11. State the issue as a problem or as an opportunity, not as a criticism.**
- 12. Criticize the action, not the person.**
- 13. Do not talk too much.**
- 14. Listen carefully to the worker's perspective and try to agree on the problem.**
- 15. Show positive and negative outcomes of various behaviors.**
- 16. Be concrete and specific in what you expect.**
- 17. Provide follow-up and proportional positive reinforcement of good or improved performance.**