Feedback for intercultural teams – Where is the map?

Very interesting...

They are impressed.

How you understood it.

I don't like it.

What they actually mean.

With all due
respect

They are listening to me.

How you understood it.
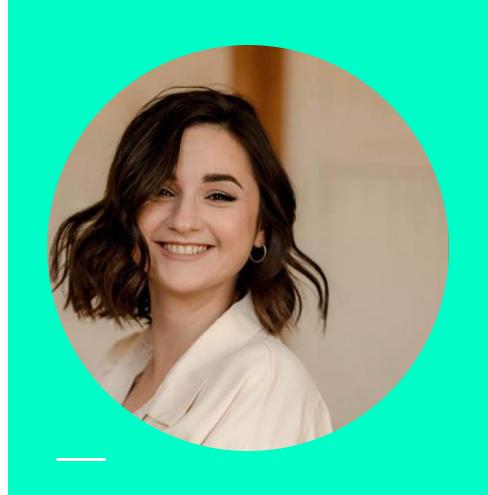
I think you are wrong.

What they actually mean.

Alisa Tikhova
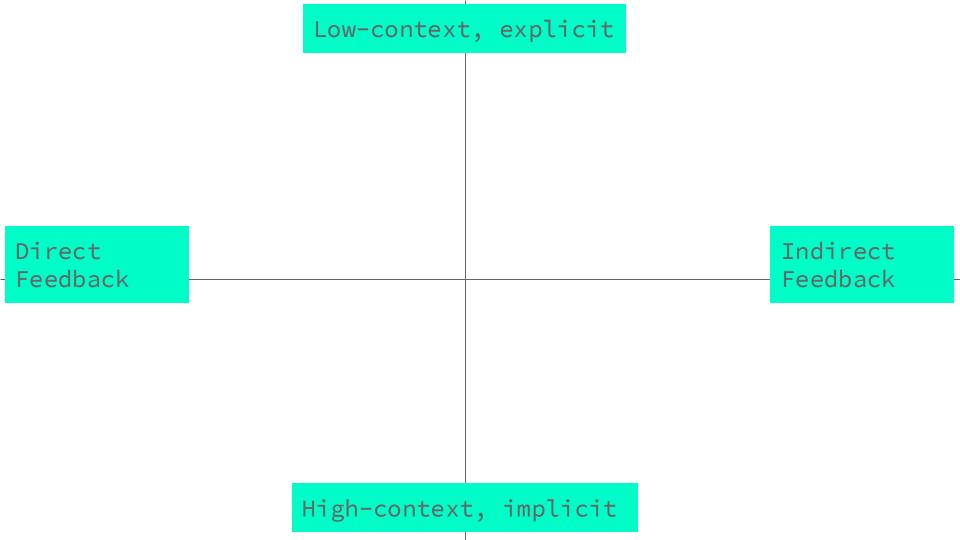
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Low-context, explicit
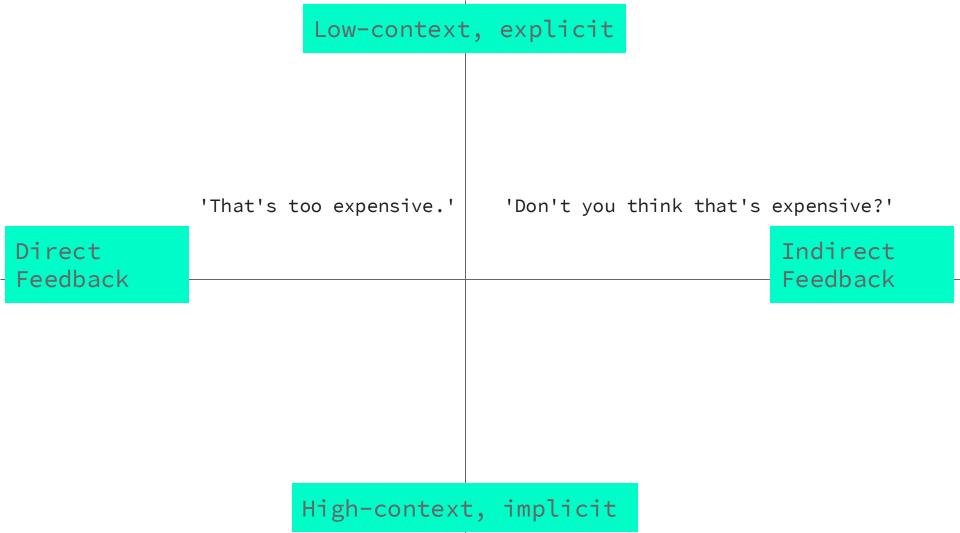
Direct
Feedback

Indirect
Feedback

High-context, implicit
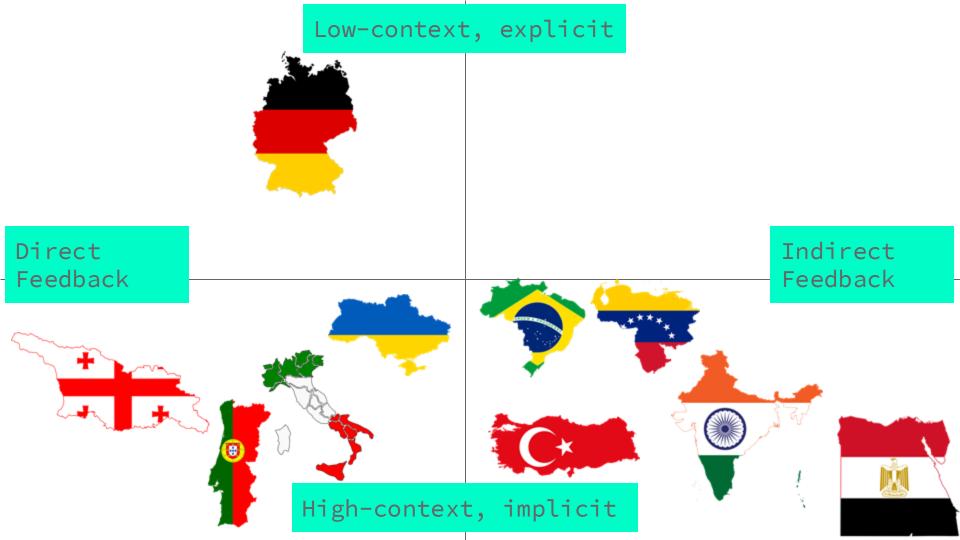
Low-context, explicit

'Could you please close the window?'

'Take an umbrella, there is rain in the forecast.'

Direct Feedback

Indirect Feedback

'Look, it's is cold, cloudy and grey today'

'It's a bit chilly in here.'

High-context, implicit

Low-context, explicit

'That's too expensive.' | 'Don't you think that's expensive?'

Direct Feedback

Indirect Feedback

High-context, implicit

Low-context, explicit

'That's too expensive.' | 'Don't you think that's expensive?'

Direct Feedback

Indirect Feedback
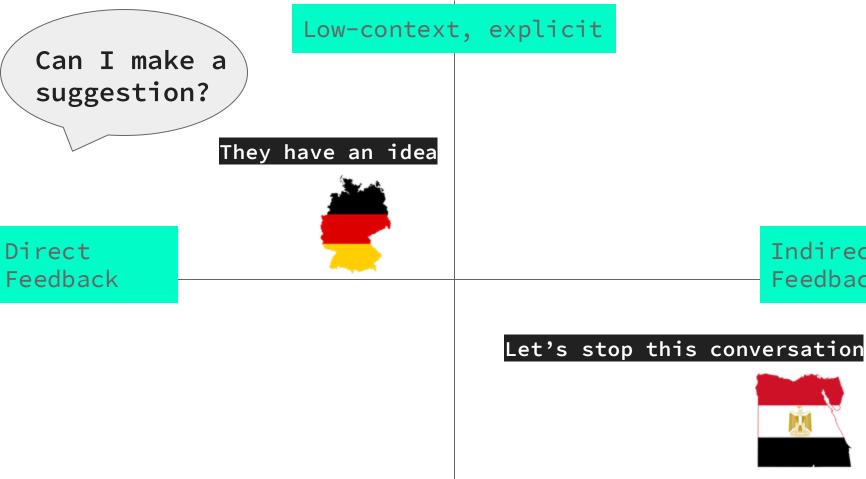
'You've made several errors and incorrect assumptions in this report. Go back, check your data and proofread your work.'

'It seems there might be some mistakes in this report, and readers may question some of your assumptions. Can you check it over another time before finalising it?'

High-context, implicit

Low-context, explicit

Direct Feedback

Indirect Feedback

High-context, implicit

Say what you
mean and mean
what you say

Tell them what are you going to tell them, then tell them that you have told them and make sure they understand

Practice listening more carefully

Provide feedback With Care

Build your feedback loop

95% Of OKRs were achieved during previous cycle.

50% Decrease in release time.

15% Increase in team happiness.

- **Identify the cultures**
- **Build your map**
- **Set up rules**

Thank you