

Summer Institute for Intercultural Communication

Portland – Oregon – USA



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B. Coaching: Delivering Assessment Feedback

Now that you have finished the assessment process, and the results are available, are you ready to deliver feedback to your client? Currently, the development of intercultural skills draws on the increasing availability of high-quality personal inventories, from those developed specifically for intercultural competency measurement such as the Intercultural Development Inventory and Global Competencies Inventory to more general instruments such as the Hogan or Myers-Briggs Type Indicator. Teachers and facilitators in both industry and academia often need to develop a greater capacity for delivering the results appropriately to individuals.

This workshop rests on three key beliefs. First, we work from the perspective that the feedback process is part of a person's developmental journey, and should be integrated into the person's goals. The second key element is to view the individual as well as the conversation from an integrated perspective of heart (emotion), head (cognitive), and body (feeling). A final important viewpoint is that, as coaches, we must create our own integrated presence to help the others be open, trusting, and able to draw on the results for personal growth. The workshop will use an experiential approach, interspersed with explanations and discussions, to help you explore these perspectives and practice incorporating them into your own assessment feedback and coaching conversations. You will gain greater comfort, ease, and skill in your feedback and coaching.



Dr. Sully Taylor is a professor emerita of international management at Portland State University and a certified integral coach from New Ventures West. During her academic career, she was the associate dean of graduate programs at Portland State, chair of the International Management Division of the Academy of Management, and a Fulbright Scholar. She did consulting and research on creating integrated global cultures and human resource management systems in multinational firms. She has published extensively on international management topics such as global leadership, women expatriates, and global staffing. During her last eight years at Portland State, Sully helped develop, teach, and coach in the core MBA course on Personal Leadership Assessment and Development. Her present practice focuses on coaching global and academic leaders.

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