

3-6 Month Post-Course Evaluation for Employers

Instructions:

This evaluation aims to assess the long-term impact of the cross-cultural communication course on the employee's performance and the value they have added to the organisation. Please provide honest and detailed feedback based on your observations and the employee's contributions since completing the course.

Part 1: Evaluation of Skills Application

Rate the employee's performance in each area using the following scale:

1 = Needs Improvement, 2 = Fair, 3 = Satisfactory, 4 = Good, 5 = Excellent

Cross-Cultural Communication Competence

- Demonstrates an understanding of cultural differences and adapts communication styles accordingly.

Adaptability and Flexibility

- Adjusts communication strategies effectively in diverse cultural settings and demonstrates cultural sensitivity in interactions.

Active Listening and Feedback

- Listens attentively to others, ensuring cultural nuances are understood, and provides culturally appropriate feedback.

Conflict Resolution in Cross-Cultural Settings

- Handles cultural misunderstandings and conflicts with empathy and patience, seeking mutually beneficial solutions.

Relationship Building Across Cultures

- Establishes and nurtures respectful, productive relationships with colleagues, clients, and stakeholders from different cultural backgrounds.

Non-Verbal Communication Awareness

- Effectively interprets and uses non-verbal cues (e.g., body language, gestures, eye contact) in diverse cultural contexts.

Part 2: Observation and Feedback

- How has the employee's cross-cultural communication performance improved since completing the course?
- Are there areas where the employee could further improve their cross-cultural communication skills?

Part 3: Impact on Organisational Outcomes

- Has the employee contributed to measurable improvements in communication-related outcomes (e.g., team collaboration, client satisfaction, international partnerships)?
- How has the employee's improved cross-cultural communication capability impacted team dynamics or organisational success?

Part 4: Suggestions for Continued Development

- What additional support, training, or resources could help the employee further enhance their cross-cultural communication skills?