

CARE



A FEEDBACK GUIDE

for Multilingual & Multicultural Spaces



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What is CARE?

INTRODUCING THE CARE FRAMEWORK

CARE is a simple but powerful framework to help facilitators offer feedback in a way that is **inclusive, empathic, and culturally respectful**. It supports us in navigating linguistic and cultural diversity with consciousness and care.

Purpose of This Guide

This guideline is designed to help you model and encourage feedback practices that foster trust, equity, and mutual learning.

C-Curiosity

A-Awareness

R-Respect

E-Empathy

02

The CARE framework offers a simple, actionable model to guide inclusive feedback. It's especially useful in settings where cultural and linguistic diversity are present.

C – Curiosity

- Ask before assuming and stay open to learning.
- Be intentional with your language.
- Avoid jargon or culturally loaded terms.
- Name your assumptions and be open to correction.

Examples & Prompts:

- “Can you tell me more about what you meant here?”
- “I noticed you used this expression. Does it carry a special meaning in your culture or language?”
- “What inspired you to approach it this way?”

FACILITATOR TIP

In a multilingual group, expressions or ideas may not be translated directly. Remember to be curious, not corrective.



A – Awareness and Active Listening

- Be mindful of power dynamics, tone, pace, and cultural context.
- Listen with curiosity, not judgment.
- Ask clarifying questions before responding.
- Create space for silence and reflection.

Examples & Prompts:

- “We know that all the participants come from different language backgrounds, let’s slow down and make sure we all feel heard.”
- “I’m noticing a pattern where certain voices dominate, how can we shift that?”
- “I would love to offer feedback, but do you feel ready to receive it now?”

FACILITATOR TIP

**Be aware that
“directness” in
feedback can feel
aggressive or unsafe
in some cultures.
Adapt your style
accordingly.**



R – Respectful Engagement

- Feedback is not about correction, is about contribution.
- Offer feedback in a spirit of collaboration, not control.
- Recognize the strengths and contributions of others.
- Avoid making it personal—focus on actions and impact.

Examples & Prompts:

- “Thank you for sharing that, even if we see it differently, your perspective adds something important here.”
- “Your voice in your own language brings a rhythm that’s really powerful.”
- “Let’s find a way to include what you bring. Can you help us shape this together?”

FACILITATOR TIP

**Respect means
validating expression
in any language or
form, gesture, silence,
metaphor, even
discomfort.**



E – Empathy in Action

- Consider how feedback might land emotionally.
- Honor different cultural expressions of emotion or disagreement.
- Stay present, patient, and open-hearted.
- Listen to understand, not to react.

Examples & Prompts:

- “That must have taken courage to say, thank you.”
- “I hear you. How can I support you in shaping your ideas further?”
- “If I were in your place, I’d also want to feel understood, let’s take time with this.”

FACILITATOR TIP

**Be gentle. Feedback
can be vulnerable,
especially when
navigating across
cultures and
languages.**



CARE in action

A CASE SCENARIO

A participant from a non-dominant language group shares a story in heavily accented English. Another participant interrupts or dismisses it.

Using CARE:

- Curiosity: “Could we slow down and hear that again? I think there’s something important we’re missing.”
- Awareness: “Let’s notice how language access is showing up here. Are we giving each other space?”
- Respect: “Your voice matters here, and your story brings depth to the conversation.”
- Empathy: “Would you like to continue in your own words, or would you prefer someone to help interpret?”

FINAL REMINDERS

FOR FACILITATORS

- ▶ CARE is not a checklist, feel free to adapt it to your own needs. And ALWAYS follow your intuition!
- ▶ Remember that feedback is not about control, it's about connection. Every voice, language, and story add value and brings something unique to the table.
- ▶ Use feedback to build trust, not tension.
- ▶ The way we give feedback is part of the culture we're creating. Let's make it one where everyone feels safe, welcomed and taken care of.