

DESO MODEL

Describe	(Behavior)
Express	(Feelings)
Specify	(New Behavior)
Outcome	(Positive)

DESO—Detailed Description

The DESO Model of Intercultural Communication may help to resolve communication problems across cultures. It may be used as a guide to develop the skills for dealing with people from other cultures when discussing needs, conflict, motivation, perception, assumptions, etc.

- D** *Describe* the exact behavior that is under discussion and your interpretation of it. *Determine* the important facts; be objective; use concrete terms.
- E** *Express* your feelings about the situation. If you are upset, confused, frustrated, just say so calmly, directing yourself to the behavior and *not* the person. *Evaluate* all perspectives, showing respect for the other's point of view. *Examine* the intent as well as the content.
- S** *Specify* the new behavior you would prefer. *Speak* about alternate approaches.
- O** *Outline* the *outcome*, the positive results expected from the new behavior. *Observe* how everyone needs to know the consequences when suggested changes are put into effect. *Offer* feedback and positive verbal support.

One example of how DESO may be followed when talking to people from other cultures is:

"Today, when I made my presentation, you had your head down and your eyes closed. I thought you were asleep and that bothered me. Here, we show full attention with our eyes and our posture, but I understand it may be different in your culture. It would be helpful in the future if you could try to pay attention the way we mainstream Americans do, and I know people would appreciate it. If you continue the same as you did today, people will consider you to be rude. Aside from that, I really enjoy our working together."

Choose a situation that you face on the job that you must deal with and practice using the DESO model.

Good luck!