



Business School  
**Notenboom**

Eindhoven, 9 May 2006

**Dear Hilbrand,**

*Thank you again for taking the time to visit the class. As I mentioned then, I learned several useful things from your presentation. Actually, several concepts I already knew, but seeing how you used or presented them made a difference to me. For example, I mentioned to the students how important language is to relationships and perception. But your speaking to the students first in Dutch then English gave the students an understanding of their prejudices that I could not.*

*Being from one of the most heterogeneous parts of the world, I do not always know what assumptions students from homogenous societies have. With your understanding of the Dutch from the inside, you gave me greater insight into some of these precepts. The one that comes immediately to mind was your discussion with the students about assuming an Asian face means accented Dutch. This discussion was so quickly relevant to the students that I want to use it in all future classes.*

*Several of your slides were new to me as well, such as the pyramid and some of the statistics. Your data about minority groups in the business world are more comprehensive (and useful) than what I have. Unfortunately, I could not write notes without changing the dynamics of the exercise, so I am hoping to talk to you more about your presentation data another time.*

*The most useful learning experience for me was seeing you doing the discrimination exercise using standard praise and disregard without the division by eye colour. While I still believe that I, as the instructor, cannot use that technique with undergraduates, I now think it does a respected outsider do very useful when. I can also see the immediate value of it with adults in a workshop as well. It needs far less preparation than I anticipated.*

*Overall, I found your presentation to be enjoyable, well designed and valuable to a cultural diversity course. I would be willing to recommend you should the opportunity present itself.*

Sincerely yours,  
Business School Notenboom/Western International University

**Veronica Gallagher, MBA**  
Lecturer, Dual Degree Program