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| Brief description |  | Case study in which a patient questions the professional background of his doctor based on a closed cultural concept |

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| Goals |  | * Reflect on different understandings of culture and their influence on the interpretation of interpersonal encounters * Define culture from a dynamic and multi-layered perspective * Distinguish between culture as structure and process * View interpersonal encounters on the basis of a dynamic understanding of culture * Discuss possibilities arising from the application of a dynamic understanding of culture |
| Time |  | Ca. 30 minutes |
| Method |  | Culturally unspecific;  Distributive/instructive |
| Material |  | * Case study |
| Implementation |  | n/a |
| Notes |  | n/a |
| Source |  | Annika Schmidt / Andrea Voigt |

## Task

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| At the hospital A patient comes to the ambulance with a broken arm. Theerta takes a look at his file and wants to start the examination, but the man refuses and demands to speak to a doctor who was trained in Britain. "No problem, I studied in London. May I continue now?" replies Theerta calmly. But the man shakes his head and explains that he means a British doctor whereupon Theerta nods and says:. "I am British, I was born here."  When the man purses his lips in response, she continues: "Will it help you to see my identity card? Or are you saying you want a white doctor? Is that what you mean?"   1. What conceptions of culture underlie the conflict? Give reasons for your answer. 2. What kind of thinking dominates the patient's expectations? Either/or thinking or both/and thinking? Where in the text can you find evidence to support your answer? 3. Think of a situation you have experienced yourself in which both/and thinking would have been advantageous. Briefly note what happened and give reasons why both/and thinking would have been helpful.   The case continues when the man complains to Theerta's superior about her arrogant and unfriendly manner.   * Put yourself in the supervisor's shoes and consider how you would respond to the man and how you would handle the matter internally. Give reasons for your response. * Put yourself in Theerta's shoes and note the reaction she would expect from her supervisor when she considers culture as a process. Justify your response.   Source: Annika Schmidt/Andrea Voigt |