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| Brief description |  | Case study in which a team leader finds himself in an intercultural situation (lack of normality, plausibility, routine) when a colleague does not want to participate in small talk. |

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| Goals |  | * Reflecting on when a situation is intercultural
* Sensitisation to characteristics of interculturality
* Recognising the absence of normality, plausibility and routines of action based on a practical example
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| Time |  | Approx. 45-60 min. |
| Method |  | Culturally unspecific;Distributive/instructive |
| Material |  | * Case study
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| Implementation |  | The trainer divides the participants into small groups. They discuss the case study and answer the following guiding questions:* Why is Kenneth irritated?
* To what extent is this an intercultural situation?
* What tips would you give Kenneth for the conversation with his colleague?

Evaluation in plenary: The participants present their results. The trainer moderates the presentation and summarises the core results. |
| Notes |  | n/a |
| Source |  | Annika Schmidt / Andrea Voigt |

## Task

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| Case Study: Smalltalk at the teammeetingKenneth leads a small sales team. He attaches great importance to closeness and personal exchange. At the weekly team meetings, he even schedules the first quarter of an hour for small talk, in order to exchange private experiences and plans with his colleagues. Only one young, ambitious colleague never joins in these conversations and remains persistently silent. Kenneth is irritated and asks around. The colleague is well liked and appreciated by everyone. He seems to be a conscientious team player. Finally, Kenneth seeks to talk to him privately.Read the case study and discuss the following questions:* Why is Kenneth irritated?
* To what extent is this an intercultural situation?
* What tips would you give Kenneth for the conversation with his colleague?

Record your findings in writing.Source: Annika Schmidt/Andrea Voigt |