

## Case Study: Coffee breaks and overtime



<b>Brief description</b>	Case study in which different priorities in the organisation of the working day become visible.
<b>Goals</b>	<ul style="list-style-type: none"><li>• Reflection of the PCC model</li><li>• Understanding the connection between culture and social behaviour</li><li>• Recognising differences in behaviour and working out constructive approaches to solving them</li></ul>
<b>Time</b>	Approx. 45-60 min.
<b>Method</b>	Culturally unspecific; Distributive/instructive
<b>Material</b>	<ul style="list-style-type: none"><li>• Case study</li></ul>
<b>Implementation</b>	<p>The trainer divides the participants into small groups. They discuss the case study and answer the following guiding questions:</p> <ul style="list-style-type: none"><li>• In your assessment, what are the reasons for the behaviour of the participants under the aspects of (a) cultural orientation (b) personality (c) situation/context?</li><li>• Report to each other how you organise and prioritise your working day. Discuss similarities and differences.</li><li>• If Jenny were to approach you, what would you advise her to do? Give reasons for your answer.</li></ul> <p>Evaluation in plenary: The participants present their results. The trainer moderates the presentation and summarises the core results.</p>
<b>Notes</b>	n/a
<b>Source</b>	Annika Schmidt / Andrea Voigt



### Task

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Jenny has her first week at work in her new company. She is overjoyed to have got her dream job and throws herself into work. But after just a few days she is unsettled. She feels like she is the only one who takes work seriously and has to organise her working hours as efficiently as possible. She constantly hears laughter coming from the coffee kitchen and sees her colleagues standing together, relaxed, having private conversations. She is one of the first in the office in the morning and one of the last to leave in the evening. When she confides in a colleague, disillusioned by the amount of work she has to do, she just shrugs and says she doesn't work overtime.

Read the case study and discuss the following questions:

1. In your assessment, what are the reasons for the behaviour of the participants under the aspects of (a) cultural orientation (b) personality (c) situation/context?
2. Report to each other how you organise and prioritise your working day. Discuss similarities and differences.
3. If Jenny were to approach you, what would you advise her to do? Give reasons for your answer.

Source: Annika Schmidt