

Case Study: At a party



Brief description	Participants apply the extended communication model in a case study.
Goals	<ul style="list-style-type: none">• Participants apply the extended communication model in practice• Participants analyse breaks in expectations in communication situations on the verbal and nonverbal level• Participants develop solutions that enable communication partners to find common ground
Time	Approx. 45-60 min.
Method	<ul style="list-style-type: none">• Culturally unspecific• Distributive / instructive
Material	<ul style="list-style-type: none">• Case Study
Implementation	<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">• Who are the communicators?• Where do you find indicators that they failed to co-create meaning?• Why did this happen? When answering this question pay particular attention to the verbal, nonverbal and paraverbal factors?• In the end, the communication is getting nowhere. However, how could you possibly repair the communication by going through the steps of analyzing, developing hypothesis and action strategies? Please develop a short role play showing concrete approaches to repair the communication and support the co-creation of meaning. <p>Evaluation in plenary: The participants present their results. The trainer moderates the presentation and summarises the core results.</p>
Notes	n/a
Source	Andrea Voigt



Task

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The three international students Jim, Akira and Sue are meeting at a party.

Jim (nudges Akira and says loudly): This is a great party, eh?

Akira (is startled, stands back, tries to put some distance between himself and Jim):

Yes, thank you.

Jim (leans forward toward Akira, with direct eye contact): If you want to meet some girls, I could introduce you.

Akira (shocked by such an offer, he backs away): But I don't know them. They might be upset.

Jim: Well, how else are you going to meet them?

Akira: (uncomfortable): Maybe during a class or something.

Sue, another exchange student, approaches Jim and Akira. She knows Akira but not Jim.

Sue (bows slightly and looks down): Hello, Akira.

Akira: Ah, Sue, this is my friend Jim.

Jim (leans forward into her space): Hi!

Sue (bows slightly and does not make direct eye contact): Hi, Jim

Jim: Are you two friends? (Wonders, why she won't look at him, thinks to himself, "Well, I'm not one of them. She probably thinks I'm ugly.")

Akira: Yes, we know each other.

A long pause ensues.

Jim (thinks to himself "This is going nowhere-I've got to think of something to say"; he speaks rather loudly): Great party, hey guys?

Akira and Sue both jump back.

Akira (thinks to himself, "This guy is too weird."): Yeah, this is fun.

Read the case study and discuss the following questions:

- Who are the communicators?
- Where do you find indicators that they failed to co-create meaning?
- Why did this happen? When answering this question pay particular attention to the verbal, nonverbal and paraverbal factors?
- In the end, the communication is getting nowhere. However, how could you possibly repair the communication by going through the steps of analyzing, developing hypothesis and action strategies? Please develop a short role play showing concrete approaches to repair the communication and support the co-creation of meaning.

Source: Neuliep, James W. 2015. Intercultural Communication, a contextual approach. London: Sage, p. 320-321, slightly amended