



Short description	Participants analyze a case study from the three cultural reflexive perspectives.
Goals	<ul style="list-style-type: none">• Participants reflect on the different influences on thinking and behavior.• Participants analyze the complexity of interpersonal encounters using the cultural reflexive approach, i.e. they look at a situation from three meta-perspectives.
Time	ca. 45-60 minutes
Method	<ul style="list-style-type: none">• Culturally unspecific• Distributive/ Instructive
Material	<ul style="list-style-type: none">• Worksheet
Implementation	<p>The trainer divides the participants into small groups. They discuss the case study under the following culturally reflective questions:</p> <ul style="list-style-type: none">• What cultural factors in the form of different perspectives, meanings, and presuppositions might play a role here?• What other collective and group affiliations might have an influence? What do we not know about the people involved?• How might the situation be resolved constructively?• What privileges and collective experiences are pre-distributed in the situation described and need to be taken into account? <p>Evaluation in plenary: The participants present their results. The trainer moderates the presentation and summarizes the core results on the flipchart or whiteboard.</p>
Notes	n/a
Source	Adelheid Iken / Andrea Voigt



Activity

Case Study: In the print shop

Yasemin is a marketing manager at an automotive supplier. She gives more extensive print jobs to the inclusive print shop "All together" where people with and without impairments work together.

Just as she is looking at the current flyer specials there, Klaus enters the business premises, a new department manager from her company. During their meetings, Yasemin has come to know him as a conversationalist who likes to express his opinion offensively and quickly goes off the deep end when others hold different views.

When he is not served immediately, he shouts loudly through the store, "Is this self-service? Does anyone here care about me?"

Hastily, a print shop employee comes out of the stockroom and asks for what he wants. Yasemin notices during the first few sentences that he speaks very sluggishly and finds it difficult to articulate himself.

Her colleague begins to rattle off his orders. It quickly becomes clear that the employee cannot follow Klaus. He asks several times if he has been understood correctly. When he nods tentatively, Klaus talks even faster. At some point, the employee seems intimidated and says only "Yes, yes, yes."

Read the case study and discuss the following questions:

1. 1 What cultural factors in the form of different perspectives, meanings, and presuppositions might play a role here?
2. What other collective and group affiliations might have an influence? What do we not know about the people involved? How might the situation be resolved constructively?
3. What privileges and collective experiences are pre-distributed in the situation described and need to be taken into account?

Keep a written record of your findings.

Source: Adelheid Iken / Andrea Voigt