

A general framework for analyzing difficult interaction situations

This template helps you to review a critical cross-cultural situation which you have faced in a systematic way. It is divided into four parts and contains some keywords. Try to think about the keywords and write down the most important points shortly, but as comprehensively as necessary.

Observation

Describe what you have seen/heard (*in particular anything that strikes you as different, funny, weird, sad etc.*) – just stick to the facts

Your own condition

Recall how you felt in this situation

Interpretation

Classify the culture of each participant (including yourself) in terms of classification systems (i. e. Hofstede, Schwartz etc.)

Choose the aspects that could have the strongest influence.

Which similarities and/or differences could have led to the situation and why?

What are the basic assumptions of values behind the behavior of each participant?

Which aspects of your cultural background may have been affecting how you feel?

Solution

What do you suggest in order to resolve the problematic situation?
In which aspects do you want to change your own behavior?

What would you need to be able to deal with comparable situations better the next time?

Evaluate the solution taking into account your own cultural background