**How to manage cultural discomfort**

Task description:  
The case descriptions mirror how we „talk“ to ourselves about ourselves as well as about others. Much of cultural discomfort takes places in the so called “silent mind”. The silent mind works below the level of our awareness and causes us to react automatically or habitually with feelings and sometimes with actions. This happens, for example, when people who are different from us appear or do something which makes their differences stand out.

By working on and dealing with the following case descriptions you learn about yourself and you benefit by using the opportunity to exchange with others how they think and act.  
This activity works within 5 steps:

* Step 1: Have a Look at the following examples and imagine on how you might be affected in a similar situation.
* Step 2: Reflect how you (might) react in this or a similar situation?
* Step 3: discuss in online forum with your peers (find the online forum on moodle).
* Step 4: find *your* way on dealing with these situations (made up or real life experiences).
* Step 5: if you are not satisfied with the solutions bring your case or your questions with you to the next face-to-face training session. There will be time and opportunity to discuss within the whole group.

**Case description:** Lee Ming is embarrassed when she must talk to Lester, a subordinate who lost an arm. She does not know how to look at him or how to talk about his limitation. As a result, she rushes the meeting and avoids giving Lester bad news that she fears he might find hard to take.

Things I (might) feel or ways I (might) react  
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**Case description:** Hans feels afraid when negotiating with is supervisor Henry. Henry is a much larger man than Hans and is from a different ethnic background. When talking to Hans he seems to stare. Hans finds himself avoiding Henry except when absolutely necessary.

Things I (might) feel or ways I (might) react  
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**Case description:** Karl becomes angry when several of the people he works with chatter among themselves in their native language. He suspects they are talking and laughing about him or just wasting time. He finds himself being irritable with them, avoiding them and complains about them to others.

Things I (might) feel or ways I (might) react  
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***Maybe you have a case on your own?***

**Case description:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Things I feel or ways I react  
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