



NOW I KNOW...

- ✓ Students analyze any critical incidents that might have happened in their lives. A “critical incident” is basically an example of misunderstanding caused by people having different cultural assumptions, values or expectations. Teacher can provide his/her own example to make sure the concept is clear to the students.
- ✓ The goal is not only to recall any critical incidents but also to discuss suggestions about how to resolve the problems those incidents might have caused.
- ✓ Teacher might want to ask the students to think about an example of a critical incident ahead of time and have them ready by class time.
- ✓ Each student should describe the incident (may use notes prepared before class). They could consider the following questions:
 - Who was involved?
 - Where did the incident happen?
 - When did it take place?
 - What happened?
 - How did the participants in the incident react?
- ✓ Students are paired up and asked to classify their incidents, e.g., is it related to gender expectations, age differences, religious differences, ethnic differences, social class gaps or nationality, etc.

- ✓ The class tries to provide explanations for chosen incidents. They should also suggest some strategies for improving the communication between the participants.