

## **D** What did you see this time?

### **VIEW (5.44–7.34)**

Watch Bob summarising possible positive points about this first meeting. Does he mention anything you missed out? Did you list anything *he* missed?

### **REFLECT**

Do you see any risks to thinking positively in this way? Why / Why not?

## **E** Later, in the team meeting

### **DISCUSS**

How could Lucas make a better impression on Rachel?

1 Look at the different approaches he might use below, and tick those which you think Lucas should use when he presents to Rachel and the team.

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Keep it short   | <input type="checkbox"/> Be direct                  | <input type="checkbox"/> Be funny and make jokes         |
| <input type="checkbox"/> Show conviction | <input type="checkbox"/> Ask the audience questions | <input type="checkbox"/> Focus on results and efficiency |
| <input type="checkbox"/> Be structured   | <input type="checkbox"/> Show flexibility           | <input type="checkbox"/> Tell anecdotes                  |

2 What other recommendations could you give Lucas for communicating with Rachel effectively?

### **VIEW (7.35–9.29)**

Let's see how things go after Lucas meets the rest of the team. He is finishing off a short presentation.

- 1 Which of the ideas above does Lucas use?
- 2 What rather direct comment does Rachel make to Lucas during the presentation? How does he handle this situation?
- 3 Overall, how successful do you think Lucas has been with his presentation?

### **REFLECT**

Lucas was flexible, but people can think very differently about flexibility. Look at these two statements which show different attitudes about being flexible. Which do you agree with more? Why?

*I am happy to adapt my behaviour and communication style significantly to others to make sure that they feel comfortable.*

I don't like to adapt too much because then I feel superficial. I prefer to just be myself. I think this is more honest.

## **F** Reflections

### **DISCUSS**

We're going to see Lucas talking later about meeting Rachel and making his presentation to the team. What do you think he will say?

### **VIEW (9.30–10.59)**

Now watch Lucas reflecting on the experiences of the day.

- 1 What was his first impression of Rachel?
- 2 What personal information about Rachel has he discovered which helps him to better understand her behaviour at the first meeting?
- 3 What had Rachel planned well, according to Lucas? Why is he so happy about this?
- 4 Overall, how does Lucas feel about his first day and the project team?

### **REFLECT**

What do you think about Lucas's assessment of the day?

- 1 Do you think he is making the right conclusions? Why / Why not?
- 2 How important do you think it is to reflect on experiences as Lucas is doing? How often do you do it?

## **G** Conclusions

### **DISCUSS**

Have you ever been in a similar situation to Lucas? What general lessons can you learn about communicating across cultures from his experiences?

### **VIEW (11.00–12.30)**

Listen to Bob reflecting on the lessons to be learned from Lucas's experiences and compare his ideas to yours. Which conclusions are the same? Which are different?

### **REFLECT**

What do you think you can do to improve your approach to first meetings and relationship building at work?

### **PRACTICE**

You are new members of a project team and meeting each other for the first time to say hello and get to know each other socially.

Each of you has a 'behaviour card' which instructs you to use a specific behaviour alongside your normal personality when socialising with other new members.

Walk around the room to meet as many individuals as you can (3–4 minutes for each person), to say hello and ask a few polite questions to get to know them. During these conversations, observe the other person carefully and, after a couple of minutes, try to adapt your behaviour a little to the style of the other, as Lucas did at the project team meeting.

After the exercise, discuss the following as a group.

- Guess what behaviour is written on the cards of the people you spoke to.
- Discuss how positively/negatively you experienced the behaviour of others.
- Discuss how easy it was for you to adapt yourself to the specific behaviour on your card (and why / why not).