

# Critical incident SURVEY

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My dear all,

for the purposes of my master thesis, I would kindly ask you to share your story (your critical incident).

What is a critical incident?

„A critical incident need not be a dramatic event: usually it is an incident which has significance for you. It is often an event, when you meet somebody **from different culture** and the experienced situation made you stop and think, or one that raised questions for you. It may have made you question an aspect of your beliefs, values, attitude or behavior. It is a moment that stay in one's memory in detail for a long time”

## Examples of a critical incident:

1.

*“On the second day, I was living here in Finland, my roommate was putting on her jacket. I wanted to make some small talk so I asked her where she was going. She told me that she would go out to the cinema with her boyfriend that night because it was her birthday. I wanted to congratulate her, so I walked towards her and turned over to, like we are used to in Holland, kiss her on the cheeks. I must have really scared her. She did a couple of steps back and looked with big eyes at me. I realized then that I must be doing something unusual so I made a weird movement, stood up right again and shook her hand instead. She was really looking at me like I was some kind of idiot. I think we both felt very uncomfortable, at least I did!”*

Source: [https://www.jyu.fi/viesti/verkkotuotanto/kp/ci/ci\\_two.shtml](https://www.jyu.fi/viesti/verkkotuotanto/kp/ci/ci_two.shtml)

2.

*“Six years ago, I was in the USA for a year as an exchange student. I lived in an American family there. I'm the kind of a person who needs to have some time for herself every day so I would go to my room in the evenings for an hour or two and do my homework or write letters or just relax and listen to music. I did not think there was anything wrong with it - to me it was just normal. One day my host-Mom came to me and asked if I am ok. She said that they had thought that I was sad and homesick, or maybe not happy with the host family because I would go to my room and stay there for a couple of hours every evening. I was really surprised to hear this.”*

Source: [https://www.jyu.fi/viesti/verkkotuotanto/kp/ci/ci\\_one.shtml](https://www.jyu.fi/viesti/verkkotuotanto/kp/ci/ci_one.shtml)

**PLEASE NOTE:** This survey is completely *anonymous*. No names, including company names *will not be mentioned in the final output*. However, if you are willing to discuss your experience in more details in a short interview, feel free to write down your name and further contacts.

## **Tell me about your story!**

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Have you ever personally experienced a situation that stayed deeply in your memory *while working abroad*?

1. Provide a detailed description of the incident. Please, include all basic information – **where** and **when** it happened, **what** happened, and **who** were all the participants
2. Who was participating/which culture:
3. What was the strange part about the incident:
4. Reflect on the incident. Why do you think this happened?
5. What did you learn from this experience? Would you do anything **differently** next time?
6. How do you think, this incident enhanced your life?

AGE \_\_\_\_\_ GENDER \_\_\_\_\_ HOME COUNTRY \_\_\_\_\_ LENGHT OF STAY IN CZ \_\_\_\_\_

*Thanks, you've just improved your* KARMA



THANK YOU FOR SHARING YOUR STORY WITH ME!

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