**Case Study 4**

In my late 20s, I went to work for six months at a vocational school in Italy to gain a better understanding of how they train assistants for classroom teachers. I was not the first French worker to do a placement at the college: my colleagues in France had told me how much they enjoyed their time in Italy. So I was surprised to find out that the Italian didn’t always see things the same way I did. They complained that we French specialist trainers never seemed to understand their country’s culture of developing personal relationships among co-workers, preferring to keep everything ‘professional’. Personally, I found it strange that the Italians had no centralised training programme to follow, preferring every individual staff team to develop their own. Although the training programme was successful, I wondered if all the extra work involved in producing a local one was the most efficient way to do things, and suggested this to my colleagues. Afterwards I felt very uncomfortable because I thought my Italian colleagues might be talking about me in a negative way.

*What are the main areas of misunderstanding in this scenario?*

*What could the storyteller have done do try and resolve the situation?*

*What could the Italian colleagues have done to try and resolve the situation?*