**Case Study 2**

When I was seventeen-years-old, I went on an exchange visit to Spain. I stayed with a boy called Pedro and his family for three weeks; he would later come to stay with me and my family in London for three weeks.

On my first day in Zaragoza, we arranged to meet a group of Pedro’s friends at a café in a local square at five o’clock. We arrived a few minutes before the agreed time, but by 17:15, none of Pedro’s friends were there and so a suggested a couple of times that Pedro should message them to find out what had happened. At first he ignored me, then he told me to be ‘tranquilo’. I wasn’t excited, just concerned. Eventually, a couple of his friends arrived, and we went to the main square to see the mime artists. It was a great first day.

That evening, I asked Pedro in my best Spanish, what had happened to delay his friends. He laughed and said ‘tranquilo, tranquilo’. I thought this was an unhelpful response and displayed a lack of concern for punctuality.

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

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

*What could Pedro do try and resolve the situation?*