

Case Studies for Effective Communication

Directions

Examine the following scenarios and form conclusions on the appropriate manner of dealing effectively with the particular set of issues involved in each scenario. Try role-playing the best solutions you can determine.

1. We are in a group of ten people and four of the people come from cultures other than North America. How might this affect communication processes?
2. The stage manager has been presenting a closed body image, arms tightly crossed in front of her, legs crossed away from people, arriving for meetings just before they start, and leaving immediately at conclusion. What might these behaviours suggest?
3. Two members of the crew are shouting at each other. You listen and realize they are not listening to each other. What might you do?
4. There has been gossiping and whispering about a particular crew member. This crew member is seen crying, away from the group. What might be done?
5. Two members of the crew seem very antagonistic to each other, each contradicting the other on every possible occasion. The conflict is becoming a problem in the production process. What might be done?
6. A crew member has promised on two occasions to perform a specific task. It still has not been done. What might be done to address this situation?

You will be assessed on your level of involvement in this activity. Listen, offer options for resolving these issues, and develop your thinking.

Notes: