

Task 'Critical Incident» for ICOS students

What is a Critical Incident? - A 'Critical Incident' is a critical event, that is, an incident that deviates from the norm, the expected standard, and is therefore noticed. This is often because of the **consequences** it has. These can be positive or negative.

Originally, the term comes from flight training, where trainee pilots have to work on accident scenarios and possible breakdowns in order to learn how to deal with difficult situations. The aim of the Critical Incident process is to identify different expectations and norms for action when conflict situations have arisen and to open up alternative ways of action for future situations."

Please consider which incidents you **have** experienced **yourself during your outgoing**, in which intercultural aspects may have played a role and may have led to communication difficulties, different perspectives and expectations, and to conflicts.

Then try to record the following points in writing (approx. 2 pages):

- 1) 'Critical Incident' - Starting point (participants, context)
- 2) Event course, dynamic of the communication/interaction
- 3) What is/was the central conflict or dilemma?
- 4) **Analysis** of the Critical Incident:
 - Exciting motivations and goals of all participants.
 - Which events from a common history play a role at best?
 - What options for action would have led to a better outcome?