

Module 1: Understanding Culture Shock and Cultural Differences

Course-Wide Elements

Cultural Adjustment Timeline

A horizontal cultural adjustment timeline remains visible at the top of relevant slides throughout the module.

Stages include:

- Honeymoon
- Frustration
- Adjustment
- Acceptance

The current stage is highlighted, while the other stages appear muted. The highlighted stage updates as Jasmine progresses through the module. The timeline first appears after the "Cultural Adjustment Journey" slide.

Navigation Notes

- Custom Submit buttons are included only on slides requiring learner interaction.
- Informational slides use standard course navigation.
- Reflection activities accept any learner response unless otherwise noted.
- The Next button remains hidden until required narration or interactions are completed, unless otherwise noted.

Button Behavior

- All interactive buttons become active when activation requirements are met.
- Submit buttons appear in a disabled state and become active when the required interaction is completed.

Feedback Behavior

- Interactive activities provide immediate feedback. Learners may retry incorrect responses unless otherwise noted.

Accessibility

- Drag-and-drop activities include an Accessible Version button that provides an equivalent dropdown menu interaction.

Instructional Flow

Section	Slides	Instructional Purpose
Introduction & Foundation	1-4	Introduce culture shock and the cultural adjustment framework.
Honeymoon Stage	5-7	Explore positive early experiences and identify emotions associated with the Honeymoon Stage.
Transition to Challenge	8-9	Introduce challenges of exploring a new environment.
Frustration Stage	10-14	Examine challenges, confusion, and strategies for adapting to unfamiliar situations.
Adjustment Stage	15-17	Demonstrate growing confidence, competence, and belonging in a new culture.
Acceptance Stage	18-19	Explore meaningful relationships, community participation, and a sense of belonging in a new culture.
Review & Reflection	20-22	Reinforce key concepts and encourage application of learning.
Cultural Expectations	23-32	Apply cultural adjustment concepts to communication styles, expectations, and cultural misunderstandings.

Slide & Title	Visual	Slide Text	Dialogue/Voiceover	Animation
1: Introduction	International teacher arriving in a new country; airport image.	[Title] Navigating Cross-Cultural Transitions [Prompt] How might a person's experience of a new culture change over time?	[Narrator] Moving to a new country can evoke a range of emotions. In this module, you will explore the stages of cultural adjustment through the experiences of a teacher living and working in a new culture. [Narrator - Course Instructions] As you progress through the module, listen to the narration, complete each activity, and select Next to continue.	0:00 — Background image slowly zooms in 0:01 — Title and prompt fade in 0:03 — Narrator begins speaking 0:04 — Course Instructions fade in Next button — remains hidden until the narration is complete
2: Objectives	A teacher sits in a busy cafe. People around her speak in Spanish, greeting each other with a kiss. The teacher observes while smiling politely.	[Objectives] By the end of this module, you will be able to: 1. Explain culture shock 2. Recognize stages of cultural adjustment 3. Differentiate communication styles in cross-cultural interactions 4. Identify how cultural expectations influence communication styles and interactions	[Narrator] Culture influences how we see and respond to the world around us.	0:00 — Background image appears with slow zoom 0:02 — Objectives fade in one at a time 0:05 — Narrator begins speaking 0:08 — Final objective fades in Next button — remains hidden until the narration is complete

3: Cultural Adjustment Journey	A horizontal cultural adjustment timeline appears across the top of the screen with all four stages visible but muted. Below the timeline, Jasmine stands in an unfamiliar city, introducing the learner to the cultural adjustment journey.	[Title] The Cultural Adjustment Journey [Content] Throughout this module, you'll follow Jasmine's experiences as she adjusts to life in a new culture. Additional stages of adjustment will be revealed as Jasmine's journey continues.	[Narrator] Adjusting to a new culture is a process that changes over time. People may experience a range of emotions and challenges as they adapt to unfamiliar environments and expectations.	0:00 — Background image fades in 0:02 — Timeline fades in with all four stages grayed out 0:02 — Jasmine appears at the beginning of the timeline 0:04 — Narrator begins speaking Next button — remains hidden until the narration is complete
4: Culture Shock	A teacher is standing on a busy city street looking slightly overwhelmed. Around her are unfamiliar signs, people speaking, and a map on her phone that she studies with confusion.	[Title] What is Culture Shock? [Definition] Culture shock is the stress people may feel when adapting to a new culture due to unfamiliar expectations, language barriers, and separation from familiar support systems.	[Narrator] Adjusting to a new culture can be exciting, but it can also feel stressful and confusing. Many people experience culture shock as they navigate unfamiliar expectations, language barriers, and separation from familiar support systems.	0:00 — Background image fades in 0:01 — Title fades in 0:03 — Definition appears as narrator reads 0:07 — Key phrases highlight one at a time as mentioned by the narrator Next button — remains hidden until the narration is complete
5: First Impressions	Jasmine sits in her apartment, writing an	[Subject Line] Chile is Amazing	[Jasmine] I made it safely! The city is	0:00 — Email interface fades in

	email on her laptop. The open laptop screen displays the email. A coffee mug sits on the table, with the Santiago cityscape visible in the background.	[Email Body] Hi Mom, I made it safely! The city is beautiful, and everyone has been so welcoming. I've already made two new friends. School starts next week, and I can't wait to meet my students. Love, Jasmine [Prompt] What underlying emotions might Jasmine be experiencing?	beautiful...	0:01 — Subject line types in 0:03 — Email body appears line-by-line as Jasmine reads 0:10 — Prompt fades in after the email finishes Next button — remains hidden until Jasmine finishes speaking
6: Jasmine's Emotions	An email is displayed on the left side of the screen inside an email interface. Positive phrases within the email become selectable when the prompt appears. Submit button remains disabled until at least one phrase is selected.	[Subject Line] Chile is Amazing [Email Body] Hi Mom, I made it safely! The city is beautiful, and everyone has been so welcoming. I've already made two new friends. School starts next week, and I can't wait to meet my students. Love, Jasmine [Prompt] Which parts of Jasmine's email	[Narrator] As you read Jasmine's email, notice the words and phrases that reveal how she expects her experience in Chile to unfold.	0:00 — Email interface appears on screen 0:01 — Subject line becomes visible 0:02 — Email body appears for learner review 0:04 — Prompt and instructions fade in. Submit button appears in a disabled state 0:05 — Selectable phrases are highlighted on hover 0:06 — Learner selects one or more phrases

		suggest she expects her experience in Chile to be positive? [Instructions] Select all that apply. [Button] Submit [Feedback - Correct] Correct! The phrases you selected show that Jasmine expects her experience in Chile to be positive. [Feedback - Incorrect] Not quite. Review the email and identify the phrases that suggest Jasmine expects her experience in Chile to be positive. Try again.		0:08 — Selected phrases display a highlighted state. Submit button becomes active after at least one selection is made On Submit — Feedback panel appears. Correct selections remain highlighted, while incorrect selections are identified. The learner may retry if needed. After all correct phrases are selected, the slide automatically advances to the next slide
7: Honeymoon Stage	An image of Jasmine smiling while hiking on a sunny day is displayed on screen. Emotion words appear beside the image.	[Emotions] People may feel: • Excited • Hopeful [Stage Title] Honeymoon Stage	[Narrator] During the Honeymoon Stage, new experiences may feel exciting and rewarding as people explore unfamiliar environments and relationships.	0:00 — Background image fades in 0:01 — Emotion words fade in sequentially 0:03 — Narrator begins speaking 0:04 — “Excited” and “Hopeful” pulse gently as mentioned by the narrator 0:06 — Stage title “Honeymoon Stage” fades in beneath the emotion words

				Next button — remains hidden until the narration is complete
8: A Shift Begins	Jasmine walks toward the school carrying teaching materials.	[Title] Six Weeks Later	[Narrator] As school begins and responsibilities increase, daily experiences may start to feel different. As people settle into a new culture, the excitement of new experiences may give way to unexpected challenges.	0:00 — Background image fades in 0:02 — “Six Weeks Later...” briefly zooms in 0:03 — Narrator begins speaking Next button — remains hidden until the narration is complete
9: An Unexpected Challenge	Jasmine stands inside a station, studying the Spanish signs overhead.	[Title] Navigating the Unfamiliar [Scenario] Jasmine is on her way to a salsa class. [General Instructions] In this interactive, you'll follow Jasmine as she navigates an unfamiliar metro system. Listen to the audio in each activity to unlock the next step. Select Next when you're ready to begin.	[Narrator] As people adjust to a new culture, they often explore new experiences and build new connections.	0:00 — Metro station background fades in from the right 0:01 — Navigating the Unfamiliar scenario card fades in with the title and scenario text 0:04 — General Instructions card fades in with the instructional text Final — General instructions remain on screen while narration plays Next button — remains hidden until the narration is complete
10: Sources of Confusion	Jasmine sits on the train with her phone in hand, looking at the signs. Selecting a hotspot	[Title] Explore the Station [Prompt] Task:	Base layer [Narrator] Jasmine is trying to navigate an unfamiliar metro station. Select each numbered circle to	0:00 — Metro background slowly pans across screen 0:03 — Hotspots pulse subtly on screen

	displays a brief explanation of how each highlighted feature may contribute to confusion or culture shock.	Select each numbered circle to identify sources of confusion. Hotspot 1 [Jasmine Subtitle] Is this train going to Los Dominicos? [Passenger Subtitle] You're going in the opposite direction. [Information Panel - Asking Directions] Jasmine misinterprets the directions she receives from another passenger and boards the wrong train. Close the panel, then select Circle 2 to continue. Hotspot 2 [Information Panel - Metro Map] Jasmine is unfamiliar with the metro map and struggles to identify the route she needs to take. Close this panel, then select Circle 3 to continue. Hotspot 3 [Information Panel - Station Sign] The station signs are difficult for Jasmine to interpret, making it hard to identify the correct platform. Select Play to hear the cultural insight before continuing.	discover what may be contributing to her confusion. Hotspot 1 — Asking Directions [Jasmine] ¿Este tren va a Los Dominicos? [Passenger] Vas en dirección contraria. [Narrator] A communication misunderstanding causes Jasmine to board the wrong train. Hotspot 2 — Metro Map [Audio] Train sounds Hotspot 3 — Station Signs [Narrator] Language barriers and unfamiliar transit systems can make navigating a new environment challenging.	0:04 — Selected hotspot expands. Dialogue, visual elements, and the information panel are progressively revealed across four layers using fade animations Next button — remains hidden until the narration on the last hotspot completes
11: Identifying the Stage	A timeline displaying Honeymoon, Frustration, Adjustment, and Acceptance appears	[Title] How is Jasmine Feeling? Select the stage on the timeline that best	[Narrator] Cultural adjustment often unfolds in stages. Which stage is Jasmine experiencing?	0:00 — Metro background fades in 0:01 — Timeline with all four

	beneath the title. Jasmine stands in the metro station. Submit button remains disabled until three words are entered.	matches Jasmine's experience. [Correct Feedback] Correct! Jasmine is experiencing the Frustration Stage of cultural adjustment. Close this panel to continue. [Incorrect Feedback] Not quite. Consider how Jasmine feels after getting lost and struggling to navigate the metro. Try again. [Emotional Reflection] How is Jasmine feeling? Describe Jasmine's emotions using three words. [Placeholder Text] Enter three words... [Button] Submit	[Narrator - Emotional Reflection] Imagine you're in Jasmine's position. Enter three words that best describe how she's feeling.	stages appears On Selection — feedback panel appears On Close (Correct) — learner continues to Emotional Reflection On Close (Incorrect) — learner returns to the stage options Final — Text entry field appears. Submit button appears in a disabled state After three words are entered — Submit button becomes active On Submit — The slide automatically advances to the next slide
12: Understanding the Challenge	The same metro scene with selected emotion words describing Jasmine's emotional experiences.	[Emotional Experiences] Confusion Frustration Overwhelm [Stage Title] Frustration Stage	[Narrator] Unexpected challenges, communication difficulties, and unfamiliar situations can contribute to the Frustration Stage of cultural adjustment.	0:00 — Metro background with timeline showing 0:01 — Narrator begins speaking; emotion words fade in sequentially around Jasmine 0:04 — Factors fade in

		[Factors] Unexpected challenges Communication difficulties Unfamiliar situations		sequentially 0:06 — Stage title fades in beneath Jasmine Next button — remains hidden until the narration is complete
13: Exploring Solutions	Jasmine sits alone on the metro ride home while city lights pass outside the window. She looks frustrated. Incorrect selections display a teal border and a light bulb icon. Correct selections display a teal border and a checkmark icon. The feedback boxes have an X in the corner.	[Prompt] Which response would best support Jasmine’s adjustment? [Options] A. Review the metro map before taking the metro alone again. B. Practice using the metro with a friend until she feels confident. C. Ask a coworker or friend for advice on using the metro. [Option A Feedback] That's a reasonable choice. Reviewing the metro map is a helpful way to prepare. Now consider which response best supports Jasmine’s overall cultural adjustment. Try again. [Option B Feedback — Correct] Correct! Practicing with a trusted friend builds confidence, strengthens Jasmine’s support network, and helps her adjust to her new environment. Close this panel to continue. [Option C Feedback]	[Narrator] Seeking support while exploring new experiences can help people adapt to a new culture.	0:00 — Prompt fades in on screen 0:02 — Response options fade in sequentially 0:04 — Selected response highlights on screen 0:05 — Feedback panel appears beneath selected option On Close (Incorrect) — Feedback panel closes, and the learner returns to the response options to select another answer On Close (Correct) — Feedback panel closes. Narrator begins speaking Next button — remains hidden until the narration is complete

		That's a reasonable choice. Asking a coworker or friend for advice is a positive way to seek support. Consider which response provides the most effective overall strategy. Try again.		
14: Cultural Adjustment	Jasmine walks confidently through the metro station. A summary graphic displays two columns: Strategies and Outcomes, connected by an arrow.	[Title] Cultural Adjustment [Strategies] ● Build connections ● Ask for help ● Try new experiences [Outcomes] ● Gain confidence ● Build resilience ● Adapt successfully	[Narrator] Cultural adjustment is a gradual process. Building a support network, asking for help, and taking small steps outside your comfort zone can help you gain confidence, build resilience, and adapt successfully to a new environment. Now, let's return to Jasmine's journey to see how these changes begin to appear in everyday life.	0:00 — Metro station background fades in 0:01 — Title appears with a fade animation 0:03 — Strategies panel slides in from the left 0:04 — Arrow fades in 0:05 — Outcomes panel slides in from the right 0:06 — All elements remain on screen while narration concludes 0:07 — Narrator transition plays Next button — remains hidden until the narration is complete
15: Small Victory	Jasmine leaves the doctor's office smiling slightly as she records a voice message to a friend on her phone.	[Voice Message] Hi Keri, I actually spoke with my doctor in Spanish today. I mixed up a few words, but we both laughed about it.	[Jasmine Voice Message] Hi Keri, I actually spoke with my doctor in Spanish today...	0:00 — A play button appears on the phone screen 0:01 — Audio progress bar moves as Jasmine speaks 0:03 — Text appears line-by-line with the audio

				0:05 — Background slowly pans across screen Next button — remains hidden until Jasmine finishes speaking
16: Growing Confidence	A timeline displaying Honeymoon, Frustration, Adjustment, and Acceptance appears beneath the title. Close-up of Jasmine smiling as she replays her voice message outside the doctor's office.	[Title] How Is Jasmine Feeling? Select the stage on the timeline that best matches Jasmine's experience. [Correct Feedback] Correct! Jasmine is experiencing the Adjustment Stage of cultural adjustment. Her growing confidence and comfort communicating in Spanish reflect this stage. Close this panel to continue. [Incorrect Feedback] Not quite. Think about how Jasmine's confidence has changed since her earlier experiences. Which stage reflects growing confidence and increased comfort in a new environment? Try again.	[Narrator] Jasmine is becoming more comfortable communicating in her new environment. Which stage of cultural adjustment is she experiencing?	0:00 — Background image fades in 0:01 — Narrator begins speaking 0:02 — Prompt fades in on the screen On Selection — Feedback panel appears. On Close — Feedback panel closes, and the slide automatically advances to the next slide
17: Adjustment Stage	Timeline updates with "Adjustment" highlighted. Jasmine walks confidently down the sidewalk with her shoulders back and a slight smile.	[Emotions] Over time, people living in a new culture may begin to feel: ● Hopeful ● Confident ● Encouraged	[Narrator] As people gain experience in unfamiliar situations, they often feel more comfortable adapting to a new culture. These feelings are common during the Adjustment Stage.	0:00 — Timeline updates with "Adjustment" highlighted 0:01 — Background slowly pans across the city sidewalk scene 0:03 — Emotion words fade in

		[Stage Title] Adjustment Stage		sequentially around Jasmine 0:05 — Stage title fades in beneath the emotion words 0:06 — Narrator begins speaking Next button — remains hidden until the narration is complete
18: Sense of Belonging	Three images show Jasmine comfortably integrated into daily life in her new community: • Laughing with friends in a restaurant • Hiking with friends • Dancing salsa Submit button remains disabled until all images are selected.	[Prompt] Which images show that Jasmine is becoming more comfortable in her new culture? [Instructions] Select all that apply. [Feedback] As people become more comfortable in a new culture, they often begin participating more fully in their community. Building friendships, trying new activities, and engaging in everyday life are common signs of the acceptance stage. [Button] Submit	[Narrator] As people become more comfortable in a new culture, their daily lives often begin to change. Which images show that Jasmine is becoming more comfortable in her new community?	0:00 — Background collage slowly pans across the images 0:02 — Images fade in sequentially 0:05 — Prompt appears on screen. Submit button appears in a disabled state 0:06 — Narrator begins speaking On Selection — Selected images highlight. Submit button becomes active after all images are selected On Submit — Feedback panel appears On Close — Feedback panel closes, and the slide automatically advances to the next slide
19: Acceptance Stage	Three images show Jasmine comfortably integrated into daily life in	[Key Characteristics] People in the Acceptance Stage may begin to:	[Narrator] Over time, people may build friendships, participate more	0:00 — Background collage slowly pans across images

	her new community: • Laughing with friends in a restaurant • Navigating the city independently • Dancing salsa	• Feel more comfortable with daily routines • Navigate daily life confidently • Develop meaningful relationships • Feel more at ease in unfamiliar situations [Stage Title] Acceptance Stage	fully in their community, and feel a greater sense of belonging.	0:02 — Images fade in sequentially 0:05 — Stage title fades in beneath the key characteristics 0:06 — Narrator begins speaking Next button — remains hidden until the narration is complete
20: Jasmine's Journey	Four images from Jasmine's s experiences are displayed across the screen: • Email home • Lost on the metro • Doctor's office voice message • Dancing salsa with friends Submit button remains disabled until all items are placed.	[Title] Stages of Cultural Adjustment [Prompt] Which stage might best reflect Jasmine's experience in each situation? [Stages] • Honeymoon Stage • Frustration Stage • Adjustment Stage • Acceptance Stage [Button] Submit [Feedback] Each situation represents a different stage of adjustment, from early excitement to growing confidence and a sense of belonging. [Accessibility] An Accessible Version button provides an	[Narrator] Jasmine's experiences reflect different stages of cultural adjustment as she gains confidence, builds relationships, and adapts over time.	0:00 — Images fade in sequentially 0:02 — Stage labels fade in beneath the images. Submit button appears in a disabled state 0:03 — Drag-and-drop interaction becomes active 0:04 — Learner selections snap into place beneath the selected stage After all items are placed — Submit button becomes active On Submit — Feedback appears with a brief explanation. After the feedback is acknowledged, the slide automatically advances to the next slide

		equivalent matching activity using dropdown menus instead of drag-and-drop.		
21: Changing Emotions	Horizontal timeline showing the four stages: • Honeymoon • Frustration • Adjustment • Acceptance Each stage includes a small image from Jasmine's journey. Submit button remains disabled until all emotion cards are placed.	[Prompt] Match each emotion to the stage of adjustment it represents. [Emotion Cards] • Overwhelmed • Comfortable • Confident • Excited [Button] Submit [Accessibility] An Accessible Version button provides an equivalent matching activity using dropdown menus instead of drag-and-drop.	[Narrator] Different emotions may appear throughout the adjustment process.	0:00 — Timeline fades in from left to right 0:02 — Stage images from Jasmine's journey fade in along the timeline 0:04 — Prompt fades in on screen. Submit button appears in a disabled state 0:05 — Narrator begins speaking. Emotion cards fade in sequentially 0:06 — Drag-and-drop interaction becomes active 0:10 — Learner selections snap into place beneath the selected stages. Submit button becomes active after all emotion cards are placed On Submit — The slide automatically advances to the next slide
22: Understanding Adjustment	Collage of Jasmine confidently integrated into her new community:	[Prompt] Based on Jasmine's experiences throughout the module, how would you	[Narrator] Culture shock is a natural part of adapting to a new culture. As	0:00 — Collage images slowly fade in sequentially

	• Teaching • Laughing with friends • Navigating the city • Dancing salsa Reflection text box appears beneath the prompt Submit button remains disabled until a response is entered	explain culture shock to someone moving to a new country? Describe how a person's feelings and experiences may change during cultural adjustment. [Reflection Text Box] Type your response here... [Button] Submit	Jasmine's journey demonstrates, it is common to experience a range of emotions—from excitement and frustration to confidence and a sense of belonging. Understanding this process can help people adapt more effectively to new environments.	0:04 — Prompt fades in after the images appear 0:05 — A reflection text box fades in beneath the prompt 0:10 — Narrator begins speaking 0:12 — Submit button appears in a disabled state and becomes active after a response is entered On Submit — The slide automatically advances to the next slide
23: A Cultural Misunderstanding	Jasmine confidently reads an email from the bank on her phone.	[Email] Your withdrawal will be ready tomorrow morning.	[Narrator] After receiving confirmation from the bank, Jasmine confidently arranges to pick up her money during her lunch hour.	0:00 — Phone screen fades in 0:01 — Email message fades in on the phone display 0:03 — Narrator begins speaking Next button — remains hidden until the narration is complete
24: Different Expectations	Jasmine walks toward a bank in Santiago, holding paperwork and a phone.	[Title] Understanding Cultural Expectations [Prompt] Why might two people from different cultures experience the same situation differently?	[Narrator] Cultural expectations influence how people communicate and interact. These differences can sometimes lead to misunderstandings.	0:00 — Background image slowly zooms across the scene 0:01 — Title fades in on screen 0:03 — Prompt fades in beneath the title

				0:04 — Narrator begins speaking Next button — remains hidden until the narration is complete
25: At the Bank	Jasmine checks the time on her phone while speaking with a smiling employee.	[Jasmine Subtitle] Hi, I am here to pick up my withdrawal.	[Jasmine] Hola, vine por mi retiro.	0:00 — Background image fades in 0:02 — Spanish dialogue plays aloud 0:03 — The English subtitle appears on screen 0:04 — Clock gently zooms in, showing 12:00 PM 0:05 — Ambient bank sounds fade in softly Next button — remains hidden until Jasmine finishes speaking

26: Small Talk	The employee smiles warmly and asks questions while typing slowly. Jasmine smiles politely but checks the time.	[Employee Subtitle] How are you today? How long have you been in Chile?	[Employee] ¿Cómo está hoy? ¿Cuánto tiempo lleva en Chile?	0:00 — Employee smiles and begins speaking 0:01 — Spanish dialogue plays aloud 0:02 — English subtitles appear on screen 0:03 — Jasmine glances at the clock 0:04 — Clock briefly zooms in 0:05 — Ambient bank sounds continue softly Next button — remains hidden until the employee finishes speaking
27: An Unexpected Wait	Jasmine waits while people chat as the clock advances. Jasmine becomes visibly anxious.	[Internal Thoughts] I thought this would be ready. Why is this taking so long? I only have an hour!	[Audio] Low reflective background music begins.	0:00 — Jasmine waits while people chat in the background 0:02 — Clock moves forward in time 0:03 — Jasmine becomes visibly anxious 0:04 — Internal Thoughts appear on screen 0:05 — Soft reflective music begins

				Next button — remains hidden until the background music completes
28: Another Delay	The employee returns calmly while Jasmine looks frustrated.	[Employee Subtitle] We are still waiting for approval. What places have you visited in Chile?	[Employee] Todavía estamos esperando la aprobación. ¿Qué lugares ha visitado en Chile? [Narrator] Jasmine and the employee may have different expectations about communication, time, or customer service.	0:00 — Employee returns and speaks calmly 0:01 — Spanish dialogue plays aloud while English subtitles appear on screen 0:03 — Jasmine looks increasingly frustrated 0:04 — Narrator begins speaking Next button — remains hidden until the narration is complete
29: Growing Tension	Jasmine sits in the waiting area looking frustrated.	[Prompt] What emotions might Jasmine experience while waiting in this situation?	[Narrator] Think about Jasmine's experience at the bank.	0:00 — Jasmine sits in the waiting area looking frustrated 0:01 — Prompt fades in on screen 0:02 — Narrator begins speaking Next button — remains hidden until the narration is complete
30: Identifying the Stage	Jasmine waits at the bank looking frustrated while the clock continues to move. A reflection text box appears beneath the reflection prompt.	[Prompt] Which stage best reflects Jasmine's experience? [Stages] Honeymoon Frustration Adjustment	[Narrator] Unexpected situations and unfamiliar expectations can affect cultural adjustment experiences.	0:00 — Jasmine waits at the bank while the clock continues moving. 0:02 — Prompt and stage options fade in on screen. 0:04 — Learner selection

	Submit button remains disabled until a response is entered.	Acceptance [Reflection] What details from the scenario influenced your choice? [Feedback] Jasmine's frustration and confusion may reflect how unfamiliar expectations, communication styles, and uncertainty can affect cultural adjustment. [Reflection Text Box] Type your response here... [Button] Submit		highlights when selected. On Selection — Feedback panel appears. On Close (Incorrect) — Learner returns to the stage options. On Close (Correct) — Reflection prompt and text box appear. Submit button appears in a disabled state. 0:08 — Narrator begins speaking. After a response is entered — Submit button becomes active. On Submit — The slide automatically advances to the next slide.
31: Identifying Cultural Expectations	Jasmine waits at the bank looking frustrated while the employee chats calmly with another customer. A clock showing 12:30 is in the background. Other customers appear relaxed and unhurried while Jasmine looks	[Prompt] Which expectations might be conflicting in this situation?	[Narrator] Different cultures may have different expectations about communication, time, and customer service.	0:00 — Bank scene fades in on screen. 0:02 — Prompt fades in on screen. 0:05 — Narrator begins speaking. Next button — remains hidden until the narration is complete

	anxious about time.			
32: Communication Styles	Two-column drag-and-drop activity with communication expectation categories displayed side-by-side. Draggable expectation cards appear beneath the category headings. A reflection panel appears below the activity after all the cards are correctly sorted. Submit button remains disabled until a reflection response is entered.	[Prompt] Sort each behavior by communication style. [Card Headings] Task-Focused Communication Relationship-Focused Communication [Expectations Cards] Prioritizing quick service Asking personal questions Building rapport before discussing business Staying focused on the transaction [Reflection] Jasmine became frustrated because the interaction did not match her expectations. How might understanding different communication styles change the way she interprets this situation? [Button] Submit [Accessibility] An Accessible Version button provides an equivalent matching activity using dropdown menus instead of drag-and-drop.	[Narrator] Different cultural expectations may influence communication and customer interactions.	0:00 — Card headings and expectation cards fade in. 0:02 — Drag-and-drop interaction becomes active. 0:03 — Narrator begins speaking. After all cards are correctly sorted — Sorted categories remain visible After all cards are correctly sorted — Reflection prompt and text box fade in beneath the activity. Submit button appears in a disabled state After a response is entered — Submit button becomes active On Submit — The slide automatically advances to the next slide

33: Key Takeaways	A two-column comparison is revealed after sorting.	[Task-Focused] Prioritizing quick service Staying focused on the transaction [Relationship-Focused] Asking personal questions Building rapport before discussing business [Key Takeaways] Jasmine expected a fast and efficient transaction, while the employee appeared to value conversation and relationship-building.	[Narrator] People may approach communication and customer interactions differently.	0:00 — Sorted categories remain visible on screen 0:02 — Two-column comparison and Key Takeaways text fade in beneath the categories 0:04 — Narrator begins speaking Next button — remains hidden until the narration is complete
34: Looking Ahead	Jasmine leaves the bank and walks through the city thoughtfully. Small preview image of a multicultural team meeting appears beside the “Next Module” text.	[Prompt] How might understanding cultural expectations help reduce frustration in unfamiliar situations? [Next Module] Explore cultural differences in workplace communication and expectations.	[Narrator] Recognizing cultural differences can support more effective communication and reduce misunderstandings.	0:00 — Background fades in 0:02 — Background slowly zooms across the city scene 0:03 — Narrator begins speaking 0:04 — Prompt fades in on screen 0:06 — Next Module preview fades in beneath the prompt 0:08 — Next Module and Exit buttons appear