

**B27** Mr. Jansen / German lecturer / Business Information Technology

Interaction partner(s): Chinese students  
Moment of enquiry: WS 08/09  
Experience of difference: Keeping track of certificates

Mr. Jansen, a German professor of business information technology, is annoyed at the behaviour of three Chinese students whom he is mentoring during their stay in Germany. They often see him during his consulting hours to get his advice on composing their homework. He gives them tips about writing and structuring their work and points out the relevant literature, and the Chinese nod and smile. However, later the professor finds that the Chinese did not follow his advice. So the next time they see him during his consulting hours, the professor explains to them in detail what they have to do and whether this time, they have understood everything. The Chinese give him a friendly smile and say “yes, yes.” Yet they don’t follow his instructions. Mr. Jansen is perplexed. Why do they waste his valuable time if they don’t follow his advice after all?

1. How does the German professor interpret the Chinese students’ behaviour? Why is he annoyed at his students?
2. What do the Chinese students expect of the professor, and what could be the reason why they are not following his advice?