Scenario 1:

You are on holiday in a country where you do not know the language. A local person comes up to you and starts speaking rapidly and looking at you, expecting you to respond. You do not know what they have said or how to tell them that you do not understand. They continue talking to you and gesturing for you to respond, getting more and more impatient … how would this make you feel?

Scenario 2:

You are walking into an unfamiliar building and can see big holes in the floor so stop in your tracks. Someone behind you nearly bumps into you and tells you to watch where you are going. You try to avoid each of the holes, which throws you off balance. Bystanders are watching you and someone comments that you must be drunk but you know this isn’t the case … how would you feel about this?

Scenario 3:

You are out shopping and have queued up to buy your items, when you get to the till you ask to pay by card and put in your pin number but it says it is incorrect. You try again and still get it wrong, you only have one more attempt before your card is blocked so try hard to think about it. The person behind you starts tapping their foot impatiently and coughing loudly as the queue is getting longer … how would this make you feel?

Scenario 4:

You are trying to have an important conversation with someone but there is very loud music in the background and people around you are shouting. You keep missing what is being said to you and ask for the information to be repeated, the other person repeats the information but you miss it again. They don’t seem to notice all the loud noises like you do and seem to be able to follow the conversation … how would this make you feel?