

Appendix B: Example Scenario

A few friends from an English class get together after school for coffee. One of the friends, named Jalbir, is very animated and can be a bit clumsy. Jalbir accidentally knocks his coffee over onto Ana, a reserved and somewhat quiet member of the group. It spills onto Ana's white dress and her face shows that she is upset. Jalbir immediately apologizes and helps her to clean it up. He places his hand on Ana's shoulder and sincerely apologizes to her. He offers to pay to get her dress professionally cleaned or even to replace it. Ana seems to be surprised by Jalbir's hand on her shoulder. She quickly refuses Jalbir's offer and repeatedly tells him not to worry and that it's just an old dress anyway. She is quiet and a bit upset for the rest of the outing. Jalbir continues to laugh and joke with the rest of the group and has a good time. That night, at home, Ana complains to her sister about the stain and tells her how upset she is about her dress being ruined. Ana avoids Jalbir in the future despite his attempts to remain friends with her.