

Instructions for users

The TOPOI-Bot is based on the TOPOI Model of Edwin Hoffman and developed by Stephan Ruppert together with Arjan Verdooren, Alexander Frame, Edwin Hoffman and the AI working group of SIETAR GERMANY: Eva Röttgers, Sabine Wagner. The TOPOI-model is a framework for enabling appropriate communication in contexts where people have different, unfamiliar habits, behaviours or beliefs.

Important

Before using the Bot, you should familiarize yourself with the TOPOI MODEL. You can find more background information about the model in Edwin Hoffman's article '*Inclusive Communication and the TOPOI-model*'. More elaborated and detailed in the book of Edwin Hoffman & Arjan Verdooren: Diversity Competence. Cultures don't meet people do, or you can simply ask the Bot about Inclusive communication and the TOPOI-model.

What does the TOPOI GPT do?

Step 0: If you're not familiar with Inclusive communication and the TOPOI-model you ask the bot to inform you about Inclusive communication and the TOPOI-model. **Step 1:** After you've informed yourself about Inclusive communication and the TOPOI-model, you describe your case in detail and formulate a learning question. **Step 2:** The Bot will ask questions for clarification and to understand the background better. Usually, these questions are already a good reflection for you. **Step 3:** You answer the questions you can / want to answer or say, "Please continue". **Step 4:** The Bot will explain the whole case with its own words and based on your descriptions and answers. You can give feedback if the description is not correct. **Step 5:** Using the TOPOI Model, the Bot develops a reflection, hypotheses about the possible causes of the misunderstandings and problems. **Step 6:** You choose the aspects in this reflection, which makes most sense for you. You can also just say „All” or “Please continue”. **Step 7:** Then the Bot proposes minimal 3 potential interventions based on the TOPOI model. **Step 8:** Ask the bot for further, more specific suggestions, clarification. After this, you can continue the conversation and ask the Bot more detailed questions.

Attention

Please be aware of some specifics of a bot, which is based on a Large Language Model (LLM):

- See the interaction with the bot as conversation: you can tell and ask the bot anything you want: a clarification; summary; simplification, additions.
- The answers are always different and if you try the same case several times, you will get different responses. This is because different TOPOI hypotheses and interventions are possible.

- The Bot does not always strictly follow the process. If the Bot deviates from the process, just remind the bot of the missing steps or simply ask it to „strictly follow the instructions“.

Instruction for the user to submit the case study

The case study is a description of the course of a difficult interaction in which the user - who submits the case study - feels that cultural or religious differences, misunderstandings play a role. As much as possible, try to describe where and when the conversation takes place, who the persons involved are, what they say and do, and what issue or problem is at stake. If applicable: describe what is done (acts) by persons (including yourself): objectively, factually and without interpretation; what is said as literally as possible, and what the interpretations and feelings are of what is done and said.

You may also describe a case study of an interaction yet to come that you find difficult because of possible cultural or religious differences you may face. In that case describe any relevant previous history and what difficulties, differences you expect to encounter.

Important: Don't forget to formulate your learning question, for example:

- What went wrong in this conversation and what could I have done differently?
- How can I handle this situation so that the others and I feel comfortable (again)?
- What can I do so that ... this or that ... doesn't happen again?
- How can I solve this dilemma, this problem?
- Did I act well in this situation? Please explain why.
- I have to or I am going to ...; what should I pay attention to or take into account?

When describing someone else's case, also formulate a learning question, for example:

- What went wrong in this conversation and what could the people involved - or person(s) X(y) - have done better, or what could they do next time in a similar situation?
- What differences and misunderstandings play a role in this conversation and how could the people involved - or person(s) x (y)- deal with these differences and misunderstandings?
- Why is person x so reluctant in this case, and how could person y handle this situation better?
- How could person x or team x resolve this conflict?