

## **RYE-Florida Study Guide for “Outsourced”**

1. As soon as Todd arrives, he experiences the discomfort of being disoriented in a strange new place. What happens at the airport?
2. When a friendly traveler helps him get on the train, what does he tell him to do? How could this advice apply to what an exchange student has to do?
3. When he gets on the train, he cannot find an empty seat. How is this problem solved for him? How might this be a cultural solution?
4. As any exchange student, he has a lot of experiences trying new food. His first encounter is with an iced drink. What happens?
5. First encounters with a culture can be shocking – Todd sees crowded streets with cows, noise, and a man urinating in the street. But how does his host describe the city?
6. Even though the host Puro speaks English, Todd uses American slang a lot without thinking. So as not to insult Puro, what does he say the meaning of Schmuck is?
7. Todd wants to check in to a hotel. But Puro insists he come to a boarding house. What is the reason he gives Todd?
8. As soon as they meet, Aunti Ji starts asking very intimate questions that Americans who have just met would never ask. What kind of things does she ask?
9. During his first conversation with Aunti Ji he makes two big mistakes. What are they?
10. The Golden Rule says do unto others as you would have them do unto you. That means his Indian hosts and friends are trying to make him comfortable the way they would be comfortable. How does this apply when the servant is preparing tea for Todd?
11. How does Todd figure out why one does not eat food with the left hand?
12. What is ethnocentric about his statement “You need to learn about America”?
13. Why do they disagree on how a “native” speaks English?
14. What doesn’t Todd understand about the Indians’ response to the “cattle brand”?
15. What is Todd’s reaction to “You need to learn about India”? What stage of culture shock might it represent?
16. He calls home several times. Why? What stage of culture shock might provoke calls home?
17. What mistakes in language usage are represented in the recording of the call about “a rubber”?
18. Why is he so eager to go to McDonnells?
19. Todd doesn’t understand bargaining. How does the Indian respond to this?
20. What does I.N.D.I.A. stand for? How might this be an example of the “Inbound Syndrome”?
21. What advice does his fellow American have for him?
22. When Todd develops the incentive system, he has begun to adapt to India. How has he adapted?
23. When he looks at the cow in the office the second time, why is his reaction so different?

24. Explain the difference between American and Indian cultures when Todd and Puro discuss how often he visits his family and why he doesn't live with them.
25. What cultural values are involved in the exchange between Aunti Ji and Todd about ironing his underwear?
26. How well does Todd handle himself when he is invited over the wall to an Indian home for a meal?
27. In what ways does he show he has adapted? How does he know he is successful?
28. When the call center floods and they are shut down, Todd finds an "Indian" solution. What is it?
29. When Todd's boss comes to India, he eventually explains why – Todd has to leave. How is his reaction similar to that of an exchange student?
30. When Todd comes home, there are several signs that his Indian experience has influenced him. Name three ways he has become more "Indian".