Exhibit 4.3: Possible Brainstorming Solutions to the Problem in “The Immigrant and the ‘Magic Phrase’”

Ask if anyone in the diner speaks his language. Obtain help in putting difficult to understand information in terms that can be understood more easily.

Ask his cousin for help translating the menu. Another strategy for making seemingly incomprehensible ideas more clear and understandable.

Pick up a dictionary as a translation aid. The use of “bibliotherapy” as an adjunct to understanding new, unfamiliar concepts and ideas.

Bring lunch and dinner to work. Relying on one’s own ability to provide a solution. Overcoming the assumption that things must be a certain way.

Ask his cousin to provide him with an understanding of the use of the magic phrases he’s given. Demystifying ideas, techniques and approaches, so they are understood and within the control of the participants, rather than only used in the therapy office, by magic. Understanding the rationale for a technique aids in learning strategies (approaches to problem-solving), rather than tactics (specific techniques without an underlying appreciation of the reason or implications of the technique).

Find somewhere else to eat. Look at all the options, rather than assuming there is only one way of approaching problems or other situations.