

INTERCULTURAL COMMUNICATION IN GLOBAL PROFESIONAL CONTEXTS

COURSE: INTERCULTURAL COMMUNICATION IN GLOBAL PROFESIONAL CONTEXTS

PROFESOR/A: Sonia Vergara

TEACHING HOURS: 45h

ONLINE WORK /READING ASSIGNMENTS: 15h

CREDITS: 6 ECTS

LANGUAGE OF INSTRUCTION: ENGLISH

Course description

The course is designed to develop intercultural communication skills to enhance your performance in professional or academic contexts. Effective intercultural communication skills are important in a multicultural society, particularly for those individuals who would be in positions that require effective management of cultural conflicts.

Objectives

This course focuses on fundamental conceptual and practical dimensions of intercultural communication in everyday life in social interactions in multicultural environments. It aims at developing an individual's intellectual appreciation for cultural differences and sensitivity regarding intercultural interactions.

Textbooks and course material

Materials will be provided by the instructor. Students will receive a selection of Readings and a booklet related to the units of the course.

Recommended textbooks:

-Martin & Nakayama, *Intercultural communication in context*, 5th ed. (New York: McGraw Hill, 2010)

-L Beamer & I. Varner, *Intercultural Communication in the Global Workplace*, 4th ed. (New York: McGraw Hill, 2008)

-L. Samovar, R. Porter & E. McDaniel, *Communication between cultures*, 7th ed. (Belmont, CA: Wadsworth/Thomson learning, 2010)

OUTLINE

Week	Topic / Subject	Readings	Assignments Due
1	<p>Course Introduction</p> <p>- Why study Intercultural Communication professional contexts?</p> <p>-Brief history of Intercultural studies</p>	<p>Martin & Nakayama, <i>Intercultural communication in contexts</i>, Chapter 1, pp. 3-44</p> <p>Martin & Nakayama, Ch. 2</p>	<p>Essay due 'My reasons for studying this subject'</p>
	<p>-Communication: functions and principles.</p> <p>-Understanding culture: why does culture exist? What does it look like?</p>	<p>Samovar & Porter <i>Communication between cultures</i>, Ch. 1, pp.2-27</p> <p>Class handouts "Understanding culture"</p> <p>Class booklet, chapter 1 "What is culture"</p>	<p>UAB Test on Intercultural openness</p>
	<p>-Definitions of culture</p>	<p>Beamer & Varner, <i>Intercultural communication in the global workplace</i>, Ch. 1 & 2.</p>	<p>Essay due 'My cultural self-identity'</p>
2	<p>-Reactions to unfamiliar cultures: moving beyond stereotypes</p>	<p>Class booklet, chapter 5</p> <p>Beamer & Varner, "Reactions to unfamiliar cultures", <i>Intercultural Communication in the Global Workplace</i>.</p>	<p>- recognizing ineffective responses to cultural differences</p> <p>-Learning to recognize your cultural 'red flags'</p>
	<p><i>Cultures in comparison. Video session "East and West. Cultural differences"</i></p>	<p>R.E. Nisbett, <i>The Geography of Thought</i>, pp. 112 - 137</p>	
	<p>-Hofstede's Cultural dimensions</p> <p>-E. Hall, Trompenaars value orientations</p>	<p>-Class booklet, chapters 8 and 9.</p> <p>-Samovar, Porter & McDaniel <i>Communication between cultures</i>, Ch. 5 pp. 198-207</p>	<p>Critical incident analysis</p> <p>Essay due 'Coping with culture clash'</p>

	-REVIEW SESSION - PARCIAL EXAM		PARCIAL EXAM
3	-Non verbal communication: Video session "The human animal" by Desmond Morris & "Body language at work" by Peter Clayton.	-Class booklet, chapter 10 " <i>Cultural differences in non-verbal communication</i> " (paralanguage, kinesics, oculusics, haptics, proxemics, olfactics, chronemics, appearance)	
	-Language and communication Prof. Rae Adamson		
	The specifics of intercultural communication in professional settings Prof. Rae Adamson		Oral presentations
4	-Face negotiation theory -Business protocol -Intercultural conflict management	S. Ting-Toomey " <i>Managing intercultural conflict effectively</i> " J.L. Graham & R.A. Herberger " <i>Negotiators abroad don't shoot from the hip</i> "	
	-Developing an intercultural competence -Cultural humility vs. Cultural competence	G.M. Chen " <i>Intercultural sensitivity scale</i> " Melanie Tervalon; Jann Murray-Garcia " <i>Cultural humility versus cultural competence: A critical distinction.</i> "	Oral presentations
	General Review FINAL EXAM		FINAL EXAM

Assessment

Attendance & Participation: 10%

Class Discussions & Assignments: 20%

Oral Presentations and Research Project: 30%

Partial and Final Exams: 40%

Weekly readings and writings/presentations -individual and cooperative- must be submitted in class or electronically and written guidelines for each assignment will be provided. The final Project includes a paper and a final presentation in class.

Final Project

Research Project: Students will be required to complete a research projects on one of the subjects proposed by the professor:

Standards for research paper:

- The paper should be at least 5 pages in length, one side only.
- The paper must have bibliographic references.
- Factors to consider regarding the evaluation of the research project: good presentation, project structure, the use of references in the construction of the project, clarity and grammar.
- The project must be turned in on or before the due date. Late projects will not be accepted.