



“INTERCULTURAL COMMUNICATION SKILLS IN PROFESSIONAL CONTEXTS”

Course: “INTERCULTURAL COMMUNICATION SKILLS IN PROFESSIONAL CONTEXTS”

Lecturer:

Language of the course: English (non native speakers of English will be required to demonstrate a C1 level to access the course)

Teaching hours: 45h

Online work and self study: 15h

Credits: 6 ECTS

COURSE MATERIALS

Required:

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

Recommended:

Stella Ting-Toomey and Leeva C. Chung (2012). *Understanding Intercultural Communication..* Oxford University Press. Second edition.

Richard Johnson Sheehan (2010) *Technical Communication Today*, 4th edition,

Kinsey Goman, Carol (2008), *The Nonverbal Advantage: Secrets & Science of Body Language at work*. Berrett-Koehler Publishers.

DESCRIPTION

The course intends to describe and analyze the ways to achieve the goals of communicating professionally in an intercultural context. With the work place and the labor market being more and more a global experience, communication skills and their development demand intercultural awareness and intercultural strategies. The course focuses on class discussion, students’ reflection and practical cases rather than lecture lessons. Topics and contents will arise from weekly readings and assignments, as well as from audiovisual materials. The final Project includes a paper and a final presentation in class.

OBJECTIVES / STUDENT LEARNING OUTCOMES:

Through course work and assignments the students should be able to understand the traits and practices of professional communication in a global society, and the connections of successful communication to intercultural strategies and awareness.

The students should be able to understand the needs of clarity, structural adequacy and register in communication, as well as the relation of audience and purpose to those needs previously stated.

The students should be able to understand the differences of adequate professional communication in traditional and contemporary settings: social media, web 2.0, etc.

In order to achieve these goals, individual assignments (interviews, professional presentations, motivation letters, professional communication projects, pools and surveys, etc.) will be as relevant as the final project in the assessment process.

Week	Topic / Subject	Readings	Assignments Due
1	Course Introduction - Why study Professional Communication in an intercultural context? -Brief history of Intercultural studies	Martin & Nakayama, <i>Intercultural communication in contexts</i> , Chapter 1, pp. 3-44 Martin & Nakayama, Ch. 2	Essay 'Mi reasons for studying this subject'
2	-Communication: functions and principles. -Understanding culture: why does culture exist? What does it look like?	Class handouts "Understanding culture" Class booklet, chapter 1 "What is culture"	Teamwork
3	-Definitions of culture OCT. 12 TH NO CLASS. FIESTA.	Beamer & Varner	.
4	-Reactions to unfamiliar cultures: moving beyond stereotypes	Class booklet, chapter 5 Beamer & Varner, <i>Intercultural Communication in the Global Workplace</i> ,	Cross-cultural checklist
5	<i>Cultures in comparison. Video session "East and West. Cultural differences"</i>	R.E. Nisbett, <i>The Geography of Thought</i> , pp. 112 - 137	Teamwork
6	-Hofstede's Cultural dimensions -E. Hall, Trompenaars value orientations	-Class booklet, chapters 8 and 9. -Samovar, Porter & McDaniel <i>Communication between cultures</i> , ch. 5 pp. 198-207	.Critical incident analysis
7	-Non verbal communication: Video session "The human animal" by Desmond Morris & "Body language at work" by Peter Clayton.	-Class booklet, chapter 10 "Cultural differences in non-verbal communication" (paralanguage, kinesics, oculosics, haptics, proxemics, olfactics, chronemics, appearance)	Teamwork
8	-Language and communication Guest speaker: Ian Woollard		
9	The specifics of intercultural communication in professional settings Guest speaker: Ian Woollard		Oral presentations
10	-Business protocol -Intercultural conflict management	S. Ting-Toomey "Managing intercultural conflict effectively" J.L. Graham & R.A. Herberger "Negotiators abroad don't shoot from the hip"	Five style conflict resolution model
11	-Developing an intercultural competence	G.M. Chen "Intercultural sensitivity scale"	Oral presentations
12	General Review FINAL EXAM	Revisions: revisions@csidiomas.ua.es web: http://www.csidiomas.ua.es www.facebook.com/AlicanteExperience	FINAL EXAM

ASSESSMENT:

Class discussions, class assignments and attendance	30%
Final Project	30%
Final exam	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.

Plagiarism, submitting work of another person and other forms of academic dishonesty will cause assignment low grades /failure or lead directly to failure of the course, depending on the judgment of the gravity of the individual case.