Opis zajęć: Cross-cultural comunication in management (wykład)

Rok akademicki:	2020/2021	**ID zajęć:**	536088
ETAP:	Semestr letni		

Informacje ogólne:

Prowadzący:	dr Mariusz Wołońciej
Organizator:	Wydział Nauk Społecznych
	Instytut Psychologii
Liczba godzin tydzień / semestr:	0 / 30
Język wykładowy:	Język angielski

Kierunek studiów:

Lokalizacja w planach rocznych:	Rok - Semestr
Punkty ECTS:	
Forma zaliczenia:	Nie sklasyfikowany

Cele przedmiotu:

This course is designed to familiarize students with fundamental theories, concepts in cross-cultural communication, cultural awareness, and sensitivity. We will develop how to appreciate an understanding of people with their respective cultures—including their beliefs, customs, languages/communication styles, business practices, dress/appearance, sense of self and space, time and time consciousness, beliefs, values, attitudes, norms, etc.

This course is designed to prepare graduate students for careers as an international business by focusing on the cultural factors that influence communication in intercultural relations. The course will approach communication from the perspective that all relationships and group dynamics are developed and fostered within a specific cultural context. In this course, culture is understood to incorporate regional background and history, values, world views and associated thought processes, traditions, religion, gender, age, status, and social perception, as well as language.

Given these features of cross-cultural communication in business, the course participants will engage in many simulated cross-cultural scenarios to gain practical experience to work with people from a variety of cultural backgrounds. In class discussions, course members will analyze and reflect critically upon the nature of communication, such as verbal, non-verbal, and written forms of expression, remote working teams, as well as central customs and practices that give shape to relationships: negotiations, decision making, motivation, etc.

The course will involve some theory and models, but will also focus on practical applications and case studies combined with theories. We will explore how to communicate effectively across cultures and how to manage and resolve cross-cultural conflicts.

Wymagania wstępne:

English language skills B2 level
Ineterests in cultural differences

Efekty kształcenia dla przedmiotu:

Learning outcomes/knowledge
The students have basic knowledge about culture, cultural differences, and mechanisms underlying cross-cultural communication in management.
The student is able to explain how to interact with/in different cultures with the awareness of the complexity of the attitude to unfamiliar behavioral scripts one can meet in a management environment.
The student knows selected theories, guidelines, and instruments necessary for a better adaptation to unfamiliar communication styles and cooperation in multicultural teams.

Competences
The emphasis of the course is to allow students to reflect more on their mental, linguistic, and behavioral aspects of communication.
The student can describe, analyze cultural differences to better perform in a culturally diverse environment.
Students can apply his/her knowledge conditioning successful communication, negotiations, and decision-making skills in an unfamiliar business environment.
The course will make them eager and open to constructive cooperation on the level of management, i.e. more listen than evaluate, first observe, and critically analyze the cultural constraints of complex cultural scripts.

Attitudes
Students is aware of the value of sensitivity and cultural awareness in analysis, deeper understanding, and verifying their 'cultural lens' that e.g. condition various preconceptions and stereotypes.
On the basis of their knowledge students is more aware of existing one-sidedness in the communication process and deal with differences related to demanding work situations in business better.

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Metody dydaktyczne:

Lecture, discussion, case studies, video samples. Multimedia presentation PPt

Kryteria oceny i sposoby weryfikacji zakładanych efektów kształcenia:

Note 5

The student is expected to acquire advanced knowledge and skills to interact with/in different cultures in order to be aware of the complexity of the attitude to unfamiliar behavioral scripts one can meet in management environment. Is competent in analysis, deeper understanding and verifying their 'cultural lens' that e.g. condition various preconceptions and stereotypes.

Note 4

The student is expected to acquire average knowledge and skills to interact with/in different cultures in order to be aware of the complexity of the attitude to unfamiliar behavioral scripts one can meet in management environment. The student can critically analyze the cultural constraints of complex cultural scripts.

Note 3

The student is expected to acquire basic knowledge to interact with/in different cultures in order to be aware of the complexity of the attitude to unfamiliar behavioral scripts one can meet in management environment.

Note 2

Lack of basic knowledge to interact with/in different cultures in order to be aware of the complexity of the attitude to unfamiliar behavioral scripts one can meet in management environment.

Treści programowe przedmiotu:

Unit 1.
What is culture? Culture, values, beliefs (objective and subjective culture); images of culture,
Unit 2.
Cultural differences by Hofstede and Gesteland. Cultural maps; Unit 2.
Unit 3.
Why culture matters? Selected organizational behaviors across cultures.
Unit 4.
Categorization of cultures: Cultural differences by E. T. Hall. Low and high context cultures;
Unit 5
Categorization of cultures by Trompenaars and the Global Leadership and Organizational Behavior Effectiveness (GLOBE);
Unit 6
Cross-cultural competencies; From description through interpretation to evaluation (DIE model)
Unit 7
Cross-cultural management: Competencies for managing cultural differences); Global mindset; Cultural self-awareness (Who am I?), Generalization & stereotypes
Unit 8
Cross-cultural communication. Sapir – Whorf hypothesis; Communication styles: high and low context; Intellectual and relational
Unit 9
Six stumbling blocks: Assuming similarity, Language difference, Non-verbal misinterpretation, Pre-conceptions, and stereotypes, Tendency to evaluate (approve /disapprove), High anxiety/tension;
Unit 11
Intercultural sensitivity and Golden rule. Ethical issues in cross-cultural communication;
Unit 12
Developing intercultural sensitivity. Development Model of Intercultural Sensitivity (DMIS)
by Benett
Unit 13
Summary; Question and answer session, Discussion on the presented theories and models of communication across cultures, applied in international manager skills.

Literatura:

Basic readings
1. Bennett, M. J. (1998). Basic concepts of intercultural communication; selected readings.
Intercultural Press: Boston, London;
2. Luthans, F.; Doh, J. P. (2017). International management. Culture, Strategy, and Behavior; New York: McGraw-Hill Education.
3. Furhnam, A. (1997). The Psychology of Behaviour at Work. The individual in the
organisation. Hove East Sussex: Psychology Press;
4. Hofstede, G. (1980). Culture's Consequences, Comparing Values, Behaviors, Institutions,
and Organizations Across Nations Thousand Oaks CA: Sage Publications;
5. Schein, E. (1992). Organizational Culture and Leadership. San Francisco: Jossey-Bass
Additional readings
1. Hall, E. (1984). The dance of life: The other dimension of time. Garden City, NY.
Anchor Press.
2. Hall, E (1989). Hidden dimension. Garden City, NY. Anchor Press.
3. Landis, D., Janet M. Bennett, & Milton J. Bennett (Eds.) (2004) Handbook of
Intercultural Training. London: Sage Publishers;

Opis zajęć: Cross-cultural comunication in management (wykład)

4. Lomen, M. (2007). Fluent Fools? Beyond language and basic survival skills. St Francis Magazine, 1 (3), 1-13.
5. R. E. Nisbett, (2003). The Geography of Thought: How Asians and Westerners Think Differently, and Why. New York: Free Press;
6. Sarah A. Lanier, (2004). Foreign to Familiar: A Guide to Understanding Hot - And Cold - Climate Cultures. Hagestown: MD McDougal; Retrieved from http://www.hosannalc.org/serve/kingdom/documents/Foreigntofamiliar.pdf
7. Schenider, S. C., J. L. Barsoux, (2003). Managing across cultures. Harlow: Prentice Hall;
8. Ting-Toomey, S. (1999). Communicating Across Cultures. New York: Guilford Press;