

Donetsk State University of Management in Mariupol
Intercultural Communication Skills
Syllabus

1.	Subject	Intercultural Communication Skills
2.	Hours	54
3.	ECTS	1,5
4.	Lecturers	Irina Sikorskaya, PhD in PA
5.	Frequency	Summer term 2016
6.	Type of discipline	Compulsory
6.	Target group	Master Students of the Specialty "Management of Foreign Trade Activity"
7.	Course description	<p>This course will introduce the students to the operations of both national and international organizations in the expanding global economy. International issues addressed will include differences in diverse cultures, and organizational structures, and how these differences impact the behavior of individuals, organizations and companies.</p> <p>The theoretical frame of the course is grounded on the research of the research of G.Hofstede (1987, 1997), R.D.Lewis (1997), Gudykunst, W. B. (2003), Martin, J. N. & Nakayama, T. K. (2007), Samovar, L. A., & Porter, R. E. (2004), M.Bennett (1993, 2003, 2011).</p> <p>A variety of intercultural communication techniques will be used in the analysis and solving of managerial problems. In the process of studying this discipline students will obtain the additional skills and competences for their carrier development with the help of interactive methods of training, engagement into small group work, case-studies analysis and individual and group presentations.</p> <p>On the development front the discipline will be devising activities based on critical incidents presented to students at classes. These incidents will be rich and varied in content, and most valuably will be illustrative of real affective issues of intercultural business environment. The study course is designed to equip students with the tools to handle the challenges and opportunities of international business, an ever increasing characteristic of modern societies which are marked by economic globalization.</p>
7.	Learning outcomes	<p>On completion of this course students should gain the following:</p> <ul style="list-style-type: none"> - ability to apply appropriate communication strategies in their international relations; - understanding the principles and practices of intercultural communication in connection with globalization; - awareness of the role of effective communications in international business; - analytical and critical ability to communicate effectively in

		<p>international business;</p> <ul style="list-style-type: none"> - understanding the principles and practices of constructing intercultural dialogue; - analytical and critical ability to communicate effectively in international business; - confidence in intercultural dimensions.
8.	Course content	<ol style="list-style-type: none"> 1. Theoretical conceptualization of intercultural communication, openness and transparency 2. Communication across cultures 3. Theoretical and practical foundations for intercultural dialogue 4. Intercultural competence as a tool for effective dialogue 5. Motivation and barriers of intercultural communication 6. Cross-cultural business communication 7. Effective cross-cultural negotiations 8. Communication patterns in different cultures
9.	Assessment	60% class work, 40% final test
10.	Methods	Lecturing, Case Studies, Presentations, Teamwork
11.	Primary textbooks	<p>Hall E. Understanding cultural differences. Yarmouth, ME: Intercultural Press, 1990</p> <p>BORDEN G. Cultural Orientation: An Approach to Understanding Intercultural Communication. Englewood Cliffs, NJ:Prentice-Hall,1991</p> <p>Gudykunst W. , ed. Theorizing About Intercultural Communication. Thousand Oaks, CA: Sage, 2005.</p> <p>Storti C. Old World/New World: Bridging Cultural Differences: Britain, France, Germany and the U.S. Yarmouth, ME: Intercultural Press, 2001.</p> <p>Berardo B., Deardorff D. and Trompenaars F. Building Cultural Competence: Innovative Activities and Models. Sterling,VA: Stylus, 2012</p> <p>Chen G., and Dai X.. Intercultural Communication Competence: Conceptualization and its Development in Cultural Contexts and Interactions. Newcastle Upon Tyne, UK: Cambridge Scholars Publishing, 2014</p> <p>Cooper P., Calloway-Thomas C., and Simonds C. Intercultural Communication: A Text with Readings. Boston, MA: Pearson/Allyn and Bacon, 2007.</p> <p>Giles H., and Watson B., eds. The Social Meanings of Language, Dialect and Accent: International Perspectives on Speech Styles. New York, NY: Peter Lang Publishing, 2013.</p>