

# Working Across Cultures in a Global World

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Module Code	4CLST001X
Module Level	4
Length	Session Two, Three Weeks
Site	Central London
Host Course	London International Summer School
Pre-Requisite	None
Assessment	50% Case Study Analysis, 50% Team Building Scenario

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## Summary of module content

The course provides a student-centred understanding of the intercultural competencies needed in the professional world of the 21<sup>st</sup> century. It starts by supporting students in analysing their chosen career, identifying the challenges inherent in performing in a professional multicultural environment. It continues by developing, through interactive activities, skills such as recognizing, acknowledging, mediating and reacting to a variety of cultural expectations and norms of behaviour. The course contains throughout a reflective strand which encourages students to reflect on their internalized culture, unconscious bias and preferred social positioning, and how this might impact their work relations.

## Learning outcomes

By the end of the module the successful student will be able to:

1. identify intercultural challenges in a professional environment as well as the underlying norms and values that trigger these challenges
2. consider and apply different ways of addressing intercultural challenges in a work environment taking into account relevant professional and ethical codes
3. analyse his/her own cultural perspective and its relation with the values of a chosen professional field
4. apply intercultural skills in a work environment.

## Course outcomes the module contributes to:

List of modules available to Study Abroad students.

## Indicative syllabus content

- Learning from and dealing with cultural differences
- Internalized culture and the individual's cultural identity
- Internalized culture vs institutional culture
- The impact of cultural norms and practices
- Cultural awareness
- Cross-cultural comparisons

- Theories of what makes for good intercultural communication
- Team work and cultural interactions
- The success of a cross-cultural team

## Teaching and learning methods

Semester- based (48h contact hours in total over 12 weeks)

The methods used in the delivery of the module are student-centred and highly interactive. They are designed to support the students in their analysis of and reflection on various workplace intercultural exchanges. They are also meant to inspire them to further develop their intercultural competence. The course will contain a combination of lectures and interactive workshops. Student learning will be enhanced through work in pairs and groups encouraging them to assess their own intercultural abilities as well as those of others. Two weeks (weeks 6 and 12) of non-traditional teaching are scheduled, which will involve practical simulations as well as visits to companies.

Block-mode (summer school)

Block-mode delivery is aimed at aiding progression between years of UoW students and as an option in the London International Summer School. The content covered and the assessment profile will be the same. What changes in the block-mode delivery is the length of classes and the more concentrated time for reflection and reading between classes. Based on this, both the theory for the lectures and the workshop activities have been chosen to be flexible and adaptable, to suit different delivery types. At the same time the reading will be frontloaded to or before the beginning of the course.

Activity type	Category	Student learning and teaching hours*
Lecture	Scheduled	
Seminar	Scheduled	30
Tutorial	Scheduled	6
Project supervisor	Scheduled	6
Demonstration	Scheduled	
Practical Classes and workshops	Scheduled	
Supervised time in studio/workshop	Scheduled	
Fieldwork	Scheduled	
External visits	Scheduled	6
Work based learning	Scheduled	
<b>Total Scheduled</b>		<b>48</b>

Placement	Placement	
Independent study	Independent	152
<b>Total student learning and teaching hours</b>		200

\*the hours per activity type are indicative and subject to change.

### **Assessment rationale**

Assessment will be by both end-of-module and in-course courseworks.

#### Case-study analysis (2000 words)

The first piece of coursework is an analysis of intercultural incidents in a workplace environment. The assignment will require students to analyse the cultural norms and values that are displayed by the characters. They will also be required to reflect on their own intercultural competences in a similar work context. (LO 1, 2 and 3)

#### Team-building scenario (2000 words)

The second piece of coursework is a team-building scenario requiring students to apply the studied theories (i.e. Belbin's team building approach) to a given workplace-situation. They are asked to reflect on the different ways of putting together a successful team for a given task to propose working arrangements that take into account cultural sensitivities. (LO 4)

### **Assessment criteria**

1. Ability to identify intercultural challenges and the underlying cultural norms and values;
2. Ability to consider and apply different strategies to address intercultural challenges in a work environment;
3. Ability to analyse his/her own cultural perspective and its relation with the values of a chosen professional field;
4. Ability to apply intercultural skills in a work environment.

To pass this module, students are expected to have met the learning outcomes of the module and to secure an overall mark of 40% (with a minimum mark of 30% in each assessment).

## Assessment methods and weightings

Assessment name	Weighting %	Qualifying mark %	Qualifying set	Assessment type (e.g. essay, presentation, open exam or closed exam)
Case-study analysis	50	30		Written coursework
Team-building scenario	50	30		Written coursework

### Synoptic assessment

NA

### Sources

Hofstede, Geert (2010) *Cultures and Organizations: Software of the Mind*, Third Edition: Intercultural Cooperation and Its Importance for Survival, McGraw-Hill, London

Hurn, B. and Tomalin B (2013) *Cross-Cultural Communication: Theory and Practice*, Palgrave Macmillan, London

Jandt, Fred E. (2001) *Intercultural Communication*, Sage, London

Lustig, Myron W. and Koester, Jolene (2010) *Intercultural Competence*, Allyn and Bacon, Boston (6th edition)

Lewis, R. (2005) *When Cultures Collide: Leading Across Cultures: Leading, Teamworking and Managing Across the Globe*, Nicholas Brealey Publishing, New York

Schein, E. (2010) *Organizational Culture and Leadership*, John Wiley & Sons, New York

Stangor, Charles (2000) *Stereotypes and Prejudice*, Psychology Press, Philadelphia

Tomalin, B and Nicks M. (2010) *The World's Business Cultures - and How to Unlock Them*, Thorogood, London (2<sup>nd</sup> edition)

Turner, Charles (2012) *The Seven Cultures of Capitalism: Value Systems for Creating Wealth in the United States, Japan, Germany, France, Britain, Sweden, and the Netherlands*, Doubleday Business, New York

### Essential reading list

Belbin, M (2010) *Team Roles at Work*, Routledge, London (2<sup>nd</sup> edition)

Trompenaars, F. and Hampden-Turner C. (2012) *Riding the Waves of Culture: Understanding Diversity in Global Business*, Nicholas Brealey Publishing, New York, (3<sup>rd</sup> edition)

