

SCHOOL OF BUSINESS
Course Outline

COURSE NAME: Advanced Topics in Cross-Cultural Business	COURSE NO.: IBUS 434
TERM: Fall 2015	COURSE CREDITS: 3
INSTRUCTOR:	E-MAIL:
OFFICE:	PHONE (LOCAL):

COURSE PREREQUISITES: 84 credits of 100 level or higher coursework including IBUS 255, ENGL 100, and CMNS 220 or CMNS 152.

TEXTBOOK:

There is no required text for this course. Some resources will be distributed in class as noted in the course content. You are expected to find additional research resources.

COURSE FORMAT:

- Two 1.5 hour lectures per week for 15 weeks (includes the two-week final exam period)
- 4th hour activities include group and individual consultations on a weekly basis related to course materials, assignments and examinations. Connections and communications will be maintained through the web as well as in person.

COURSE OUTCOMES:

GENERAL OUTCOMES:

This course is designed at provide advanced students with knowledge and skills in cross-cultural leadership and management, cross-cultural ethics, conflict, and negotiation. Students will be able to apply this knowledge and the accompanying skill sets to successful management in a variety of moderate to complex situations.

SPECIFIC STUDENT OUTCOMES:

Upon successful completion of this course, students should be able to demonstrate competence in the following abilities and skills:

Abilities	Learning Outcomes	Expected Competency Levels
Communications	Identify and assess the cross-cultural challenges embedded in conflict and negotiation accurately.	6
	Understand the relationship between culture and communication as it pertains to international business, particularly in the realms of conflict resolution and negotiation .	6
Analysis & Decision Making	Exhibit proficiency in identifying culturally-related issues as they arise in business situations.	6
	Design culturally specific problem-solving strategies to address culturally complex cross-cultural business challenges.	6
	Defend self-selected culturally relevant strategies for dealing effectively with these issues.	6

Social Interaction	Demonstrate ethical cross-cultural behaviours in negotiation, conflict, and a wide range of business situations.	4 - 6
Citizenship, Sustainability & Global Perspectives	Identify and explain the concepts and challenges surrounding cultural sustainability.	4 - 5

*See Faculty of Business – Our Commitment to Assessment and Constructive Feedback for description of the six “Levels” of Comprehension.

EVALUATION PROFILE:

Assessment	% of Final Grade	Individual/ Group	CAPabilities Assessed			
			Communi- cations	Analysis & Decision Making	Social Interaction	Citizenship, Sustainability, & Global Perspectives
Exam # 1	15%	I	X	X		X
Topic Delivery	20%	I/G	X	X	X	X
Exam # 2	15%	I	X	X		X
Research Paper	15%	I/G	X	X	X	X
“Round Table”	25%	I	X	X	X	X
Participation and Professionalism	10%	I	X	X	X	X
Total	100%					

Participation:

1. **Active** involvement and intellectual engagement in the class on a **regular** basis, including participation in discussions.
2. Completing reading and written assignments **on time**. **Late written assignments will have 10% of the final mark deducted for each day late, including weekends.**
3. Both the frequency and quality of the student’s comments, questions, observations, and involvement, with the emphasis on quality. The quality is determined by, among other things, the relevance, insight and clarity of remarks. Preparing the required readings will support a student’s ability to participate. The participation mark is also influenced by professionalism (as described above), attitude and punctuality.

COURSE CONTENT/SCHEDULE

Week/Date	Topics	REQUIRED READINGS/ ACTIVITIES
1	Introductions, Moodle, course outline, assignments, evaluation rubric, presentation rubric, case studies, presentation and roundtable teams. What is Culture? Cultural Needs Assessment	Homework for Thursday Bring to class “culture in the news” articles, information, etc. to assess the environment.
2	Intercultural presentation skills Understanding the role of culture Values, norms, and belief systems Group 1: Culture presentation and discussion	Get familiar with the “Presentation Evaluation Form” for your culture specific presentation
3	Challenging stereotypes and generalizations Group Two: Culture presentation and discussion Case Study One	Case One: Ali, Maged, et al, Cultural Dimensions and CRM Systems: A Cross-Cultural Case Study, Brunel University (UK), undated.
4	Communicating across culture Non-verbal communication Group 3: Culture presentation and discussion	
5	Cross-cultural negotiations Group 4: Culture presentation and discussion Case Study Two	Case Two: Kale, S.H. and J.W. Barnes, <i>International Negotiation: Understanding the Domain of Cross-National Buyer-Seller Interactions</i> .
6	Exam #1 (1.25 Hour)--15% Decision making and problem solving Group 5: Culture presentation and discussion	
7	Motivation and leadership across cultures Group 6: Culture presentation and discussion Conflict in-class exercise	Prepare a short demonstration and analysis of a cross-cultural conflict.
8	Conflict management Group 7: Culture presentation and discussion Case Study Three	Case Three: Dodd, <i>Intercultural Communication and Conflict</i> , in <u>Dynamics of Intercultural Communication</u> , 5 th Edition, McGraw-Hill, 1998
9	Diversity and harassment Group 8: Culture presentation and discussion Exam #2 (1.25 Hour)--15%	Gender and Power
10	Intercultural teams Group 8: Culture specific presentation Ethics and social responsibility “Code of Ethics” activity	In working groups, write cross-cultural business code of ethics. Present and defend.
11	International assignments Group 9: Culture presentation and discussion	
12	Work /review of papers Research Papers In -- 15%	
13	Prepare for roundtable Roundtable Sessions	
14/15	FINAL EXAM PERIOD	

*Note: There may be minor changes made to the schedule at the discretion of the instructor; any changes will be announced in class and on the course Moodle site.

UNIVERSITY POLICIES:

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Cheating and Plagiarism, Academic Probation and other educational issues. These and other policies are available on the University website.

Grading Profile:	A+	90-100	B+	77-79	C+	67-69	D	50-59
	A	85-89	B	73-76	C	63-66	F	49 and below
	A-	80-84	B-	70-72	C-	60-62		

Emergency procedures: In the event of an emergency, students must follow the emergency procedures posted in the classrooms.

In addition to the policies of the university, the School of Business has the following policies governing the management of our classes and curriculum.

SCHOOL OF BUSINESS POLICIES:

Attendance: Regular attendance and punctuality are both essential and expected due to the nature and format of the course materials.

Professional Behaviour: Students must demonstrate a professional attitude and behaviour toward work, fellow students and their instructors. Each student should demonstrate reliability, respect for and co-operation with colleagues. A willingness to work calmly and courteously under difficult conditions as well as a determination to achieve first-class work while meeting deadlines is necessary in the Business Faculty. Students should have respect for equipment and systems. Students should display a constructive response to criticism.

English Usage: All assignments are marked for correct English usage, proofreading and formatting.

Missed Exams and Quizzes: Missed exams or quizzes will receive a grade of "0" unless PRIOR arrangements (wherever possible) are made with the instructor. Permission to make up an exam will only be given in extraordinary situations such as illness of the student or the death of a close family member. A doctor's certificate, or other proof supporting the reason for the absence, will be required. For further information, refer the "Examination & Pivotal Presentation Exemption Policy".

Examination and Pivotal Presentation Exemption Policy All students are required to appear and write their scheduled mid-term and final examinations, and to produce, by the assigned date, all pivotal presentations, individual and/or group, unless they meet one of the following criteria:

"Medical Exemption" will be considered, if:
Within the ten calendar days prior to a mid-term or final examination, or within ten days of a pivotal presentation, a student falls ill or is injured.

"Falling ill" is defined as being formally advised by a physician of the need to isolate oneself for the purpose of preventing communication of disease or infection to others; being advised by a physician of compromised immunity that requires isolating oneself from contact with others to prevent communication of disease of infection to themselves, or; being in a physical state of health which so compromises a student's ability to function, physically or cognitively, during the ten days prior to the examination or presentation date.

"Injury", for the purpose of Exemption, is defined as sudden, unanticipated physical harm that renders the applicant physically incapable of attending campus or, in such physical distress that the student is specifically advised by their physician to abstain from appearing at their examination or presentation. Students who are prescribed medication(s) to treat their injury and who believe that the medication(s) may be impairing their ability to successfully prepare for or write their examination or presentation may provide written evidence of their concerns as verified by their physician.

"Catastrophic Personal Loss Exemption" will be considered, if:
Events occur in the student's life that are of such scope as to sufficiently distract a student from the examination or presentation preparation period, or from appearing at or adequately focusing on, the scheduled examination or presentation itself. This could include; loss of housing due to eviction, flood or fire; or death of an immediate family member (defined as a sibling, parent or grandparent, child, partner or spouse, parent or step-parent, aunt, uncle,

niece, or nephew and first cousins.) Immediate family member does not include general acquaintances. Circumstances that may qualify as a personal loss could also include an immediate family member being diagnosed with a significantly life-altering or life-threatening illness or injury.

In all of the above scenarios, a physician's letter or other specifically requested documentation must be provided to satisfy the Instructor as to the validity of the claim, and must be provided within ten calendar days prior to the date of the exam or presentation. If an instructor agrees with the request for Exemption, the request for must be presented by the instructor to their Unit Convenor for consideration and his/her approval. No request for Exemption will be considered approved by virtue of submission, and will remain as merely "under consideration" until approved or rejected by the Unit Convenor. A student applying for an exemption for a specific section which is instructed by the Unit Convenor will have their application reviewed by the Vice-Chair or Chair of the School of Business.

Any student who applies for and receives an Exemption will be assigned a Future Examination or Presentation Date: this date is non-negotiable. Failure to appear on/at the single date and time assigned by the instructor will result in an automatic "0" grade for that exam or assignment. This "0" grade may not be appealed or contested, and will not be changed.

Copyright Policy: Students are expected to familiarize themselves with and abide by the University's Copyright Policy. The University's Copyright Policy is published in the University website.

Cheating and Plagiarism: Cheating is an act of deceit, fraud, distortion of the truth, or improper use of another person's effort to obtain an academic advantage. Cheating includes permitting another person to use one's work as their own. Plagiarism is the presentation of another person's work or ideas as if they were one's own. Plagiarism is both dishonest and a rejection of the principles of scholarship. Information about how to avoid plagiarism by proper documentation of sources is available in the Writing Centre and is published on the University website in the University Policies page.

Penalties for Cheating and Plagiarism: A grade of '0' for an examination, quiz or assignment or 'F' for the course may be assigned if cheating or plagiarism has taken place. First incidents deemed by the instructor to be particularly serious or second or subsequent incidents of cheating and plagiarism will be dealt with under the provisions of the University Policy on Cheating and Plagiarism (see the University website). All students should familiarize themselves with the University Policy on Cheating and Plagiarism as such behaviour can result in suspension from the University.

Incomplete Grades: Incomplete grades will not be given unless special arrangements have been made with the instructor prior to the date set by University Administration.

COURSE LEVEL POLICIES:

In addition to the Capilano University and the School of Business policies, the following policies govern the management of this class and its curriculum.

Assignments: Homework assignments are due at the **start of class** on the due date unless otherwise advised by your instructor. Late assignments will only be accepted if prior approval for a late submission date has been given by the instructor.

Programmable Tools: The use of programmable items such as calculators, dictionaries, etc. is forbidden during tests, quizzes, and exams. Cell phones are not to be brought to any test, quiz, or exam.