

SSC263e Cross-Cultural Intelligence at the Workplace

Level: 2

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY SEMESTER

E-Learning: FULL - Learning is done ENTIRELY online using interactive study materials in Canvas. Students receive guidance and support from online instructors via discussion forums and emails. There are no face-to-face sessions. If the course has an exam component, this will be administered on-campus.

Synopsis:

Cross-Cultural Intelligence is one of the key building blocks of society today, with the growing pace of international migration and diversity across the globe. Increasingly, cultural sensitivity and adaptability are indispensable in our interactions with people from other cultures, whether in our local communities, at the workplace, or across national borders. With the help of relevant case studies, some of the key issues we will explore in this course are: How do we develop cross-cultural intelligence? What are some of the traits of a culturally intelligent and competent person? What should we be aware of and sensitive to when we find ourselves in an unfamiliar cultural setting?

Topics:

- Introduction and Overview of Cross-Cultural Intelligence
- Communicating Across Cultures
- Developing Intercultural Competencies
- Managing Conflict and Negotiating 'Face'
- Implementing change in the global workplace
- Business Cultures in Different Cultural Environments

Textbooks:

: SUSS Cross-Cultural Intelligence, Sage Publications (Customised text)
ISBN-13: 9781473910379-AA

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ISBN-13: 9781473910379

Learning Outcome:

- Explain the interrelationship between culture and (verbal and nonverbal) communication (e.g., examples of cultural values that are embedded in an individual's nonverbal communication)
- Distinguish between attitude and behaviour; prejudice and discrimination; high context versus low context cultures; individualistic versus collectivistic societies
- Appraise the relationship between stereotype, attitude, behaviour, face, and conflict, and conflict management styles
- Explain how cultural values, stereotypes, attitudes and behaviours can affect the effectiveness of our communication with other people, and lead to interpersonal as well as intercultural misunderstandings
- Summarize the key components to building a community between different cultures
- Explain how the socialization process affects the individual's ability to adapt, interact, and build relationships in a cross-cultural environment
- Discuss the key elements affecting cross-cultural encounters
- Analyze the social and cultural factors that colour their relationships with people from other cultures
- Examine case studies of cross-cultural experiences for a better understanding of how conflicts may arise, and what to do in such situations
- Apply the concepts, theories, strategies and practices learned in this course to the student's own personal and professional experiences
- Develop a nuanced understanding of culture and how it colours our worldview and affects our communication and relationships with people from other cultures
- Identify interpersonal and intercultural conflict
- Develop greater sensitivity towards other cultures
- Develop the student's adaptability to living and working in another culture or interacting with people from another culture at their workplace

Assessment Strategies:

Continuous Assessment Component	Weightage (%)
PRE-CLASS QUIZ	5
PRE-CLASS QUIZ	5
GROUP BASED ASSIGNMENT	15
TUTOR-MARKED ASSIGNMENT	25
Sub-Total	50

Examinable Component	Weightage (%)
ECA	50
Sub-Total	50

Weightage Total **100**