

TEACHING GUIDE FOR 30024 – Communication and Managerial Skills in the Intercultural Context

Subject identification

Lecturer: Matilde Morales Raya

Credits: 6 ECTS (total 150 hours)

Teaching language: ENGLISH

Teaching period: First Semester Second Semester

Starting – End date: 1st October – 21st December, 2018

Schedule: Thursdays, from 11am to 1pm

Classroom, building: SB06, Gaspar Melchor de Jovellanos

Contextualization

This course is designed for students from a variety of disciplines who are planning to embark on an international career. It focuses on professional verbal communication and managerial skills. Hard skills, which is the knowledge that you have acquired from your discipline, will qualify you for a specific job. However, soft skills, such as intercultural communication and managerial skills across cultures, will not only help you to obtain the job that you are after but they will also enable you to carry out the responsibilities that come with the position. Contents of the course include culture and intercultural competences, cross-cultural communication, the art of giving and receiving constructive feedback, delivering effective oral presentations, how to debate articulating convincing arguments, communicating effectively during job interviews (e.g., self-promotion, interview tips, non-verbal communication and cultural aspects), time management, leadership and conflict resolution and negotiation across cultures. The course is designed for students to learn by doing. The goal of the course is to prepare students for communication and managerial tasks, and situations they will encounter in an intercultural workplace. This preparation will help them to meet the needs of their employers and/or the communities they might serve.

Requirements

There are no specific requirements for attending this course. Although having a good command of English is advisable, the course is also designed to help students to improve their English skills.



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Skills

Specific – the student will be able to:

- Understand the main aspects concerning culture differences and intercultural competence
- Apply intercultural communication
- Give and receive constructive feedback
- Deliver effective oral presentations
- Present convincing arguments
- Communicate effectively during job interviews
- Motivate and lead across cultures
- Negotiate across cultures

Generic

- To communicate in English
- To acquire teamwork skills
- To communicate information, ideas, problems, and solutions to diverse range of audiences

Content

The content of the course covers the following topics:

1. Culture
2. Cultural differences
3. Cross-cultural communication
4. Giving and receiving feedback
5. Effective communication during job interviews
6. Delivering oral presentations
7. Debating and building convincing arguments
8. Time management
9. Leadership
10. Conflict resolution and negotiation

Teaching methodology

In-work class activities

Modality	Name	Type. Group	Description
Theory classes	Lectures	Large group	The lecturer will introduce and explain the main concepts of each topic. Students are expected to participate actively.
Practical workshops	Practical activities	Large/small group	The objective of these sessions is learning by doing through activities such as role play, oral presentations and a variety of interactive activities.

Distance education work activities

Modality	Name	Type. Group	Description
Individual self-study and activities on the university's online learning platform, Aula Digital	Self-study	Individual/ Group	Students are expected to prepare in advanced for the sessions by reading or working on the materials provided.

Specific risks and protective measures

The learning activities of this course do not entail specific risks for the health and safety of students and, therefore, do not need special protection measures.

Workload estimate

Modality	Name	Hours	ECTS	%
Theory classes	Lectures	150	6	100%
Practical workshops	Practical activities			
Individual self-study	Self-study			



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Student learning assessment

Lecture classes (20% of grade – non retrievable)

Attendance is required and preparation and active participation in the lectures is expected. It is important that students prepare for the sessions and share their experience, observations, reflections, cultural knowledge. They are encouraged to pose questions and to contribute to classroom discussions. Students will be given a grade for their attendance and participation based on whether it has been high, moderate, or low.

Practical workshops (40% of grade – non retrievable)

Students will deliver several presentations of practical activities in class (e.g., discussions prepared in advanced and role plays) to apply course concepts and learn by doing.

Preparation of individual or group tasks (40% of grade – non retrievable)

Students will submit individual and/or group assignments (e.g., short discussion reports, quizzes, case studies) by applying course concepts.

Resources, bibliography and additional documentation

Basic bibliography

Donovan, J. 2013. How to Deliver a TED Talk: Secrets of the World's Most Inspiring Presentations.

Fisher, R., Uri, W., & Patton, B. 2012. Getting to Yes: Negotiating an Agreement without Giving in.

Harvard Business Review. 2014. Giving Effective Feedback. The 20 Minute Manager Series. Harvard Business Review Press. Boston, Massachusetts.

Goleman, D. 1999. Working with Emotional Intelligence. Bloomsbury Publishing Plc. Croydon, Great Britain.

Morrison, T. & Conaway, W. A. 2006. Kiss, Bow or Shake Hands: The Bestselling Guide to Doing Business in More Than 60 Countries. 2nd Edition. Avon, Mass: Adams Media.

Roebuck, D. B. 2012. Managerial Strategies for Today's Managerial Leader. Business Expert Press.

Thomas, D. C. & Inkson, K. 2009. Cultural Intelligence: Living and Working Globally. Berrett-Koehler Publishers, Inc.



Complementary bibliography

A complementary bibliography and online resources will be provided by the lecturer throughout the course.