

Course code –

Course Title :

Cross-cultural Communication and Management

Professor: Maya Putois

Contact information:

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Department: International affairs

Semester: 2

Course level: L3 undergraduate

Domain: Cross-cultural Communication & Management

Teaching language: English

Number of in-class hours: 36

Number of course sessions: 11 + Exam

ECTS: 6

Course description and objectives

Firstly, this is not a course about “dos” and “don’ts”. It is first and foremost about finding out about our own behaviours and about how other cultures see us. It involves stepping back from our own vision of things and trying to look at the world through a multitude of other lenses. Second, cultures and cultural change do not just “pop” out of thin air. Cultures do not adapt or veer around if they do not have a propensity for this. This course seeks to delve deep into a wide range of cultural origins (e.g. related to business, management, finance, psychology, sociology, geo-political, economic and legal issues etc.). Third, we will be covering behaviours from cultures (and sub-cultures) around the globe (the Americas, Europe, Australia, Asia....) In some modules, we will explore how the beginnings of certain religious cultures (Jewish, Arab, Buddhist, Hindu, Catholic, Protestant etc) could help explain problems today. The course will also focus on Asian cultures (China, India, Japan, Singapore...). Fourthly, in all working environments that are brought into this course, learners will be directed towards the more ethical and socially responsible roles and choices that need to be made in today’s world.

Students will:

- learn to be more comfortable in multi-cultural environments, whether it is in managing foreign individuals and groups, or negotiating with and presenting their work projects to a foreign audience.
- adjust their levels of communication to others;
- take a good look at their own cultural lenses (e.g. their own way of managing groups, decision-making reflexes...).
- be exposed to the psychological, sociological, geographic, political, religious, legal, educational, linguistic... origins of cultural behaviour. They will also be encouraged to look at their own future roles in today’s world and opt for more ethical and socially responsible solutions to today’s work-related issues.

Finally, there is a tailor-made side to this course, which will encourage learners to choose subjects for their written assignments that they have either always wished to explore or that will help them in their future projects.

Students will be provided with soft copies of a variety of subjects to read for homework

Prerequisites

International exchange students or Dauphine students fluent in English or with a very minimum of an upper-intermediate level.

Learning outcomes

By stepping back and looking at their own culture through the prisms of other cultures, students will learn how to adjust their levels of communication to others. This course will moreover, provide students with a deep understanding of other cultures that will enable them not only to survive in a large variety of multi-cultural environments, but also to manage teams made up of either a culture that is foreign to them or of mixed cultures. They will be able to adapt to foreign work partners better by being able identify the verbal and non-verbal communication patterns they may have to deal with. They will develop tools, which will help them understand what motivates group behaviour. They will also be more comfortable when presenting their work projects to a foreign audience and for instance, when negotiating in foreign countries or in a multi-cultural environment.

Assignments and grading

Continuous Assessment will make up 50% of the total marks and the final exam the other 50%. Continuous Assessment comprises participation in class, a group presentation, and a written assignment.

The numerical grade distribution will dictate the final grade. The passing grade for a course is 10/20.

Class participation: Active class participation – this is what makes classes lively and instructive. Come on time and prepared. Class participation is based on quality of comments, not quantity.

Exam policy: In the exam, students will not be allowed to bring any document (except if allowed by the lecturer). Unexcused absences from exams or failure to submit cases will result in zero grades in the calculation of numerical averages. Exams are collected at the end of examination periods.

Course structure

Session	Topic
1	Course logistics explained including setting up a list of presentation groups Introduction to the course “Getting to know you” exercise
2	An introduction to Hofstede, Trompenaars and Philippe d’Iribarne Brainstorming on Presentations
3	Brainstorming on Presentations -in groups Presentation on Nordic countries by students
4	Classwork: Individualism & Collectivism I&C and Education & Upbringing (E&U)

5	Presentation on Singapore by students Written Assignment to be handed in Finish I&C and E&U
6	Presentation on Japan by students Presentation on Russia by students Group discussion and Feedback
7	Presentation on China and India by students Classwork : Quality of Life – Comparing eating, drinking, seduction, working habits in countries around the world
8	Presentation on Brazil and Argentina by students Classwork: The History of Consumerism
9	Presentation on Australia and Canada Classwork: Ethics of Eating
10	Classwork: Verbal and Non-Verbal Communication Time & Space
11	Verbal and Non-Verbal Communication: context... Through videos, case studies
12	Final Exam

Bibliography

The list of my sources is too vast to list here. Though there is no one single prescribed book, soft copies will be distributed. You will be able to borrow books from your course teacher from a vast collection of works on all the subjects dealt with in class.

Some examples

“When Cultures Collide” by Richard Lewis (Nicholas Brealey International, 2006)

“Cultures Consequences” and other books by Geert Hofstede (Sage Publication 1984).

“Riding the Waves of Culture” and other books by Trompenaars (Mc Graw Hill, 2012)

« Bending Diversity » by David Pilling (Penguin, 2020).

MyCourse

This course is not on MyCourse: **XXX**

Academic integrity

Be aware of the rules in Université Paris Dauphine about plagiarism and cheating during exams. All work turned in for this course must be your own work, or that of your own group. Working as part of a group implies that you are an active participant and fully contributed to the output produced by that group.

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