

Nazwa przedmiotu: **Cross-cultural communication in management (wykład)**

Prowadzący: **dr Mariusz Wołońcej**

1. Cele przedmiotu

The course focuses on the study of management and organisational behaviour across different national cultures, It aims to identify main differences and similarities, and its impact on communication in bussiness.

The additional objective of the course is to increase the students' awareness concerning cultural differences, and support them when they deal with difficulties when negotiating and in a decision process or interacting with persons from other cultures.

The aim of the lecture Cross-cultural Communication in Management is to develop cross-cultural competence to work effectively in multicultural teams. The course aims to provide students with a number of theories and basic concepts as well as understanding of effective cross-cultural management to analyze and interpret cultural issues of communication in management. Students will learn about basic constraints of effective communication across cultures. They will develop a more critical insight into selected organizational behavior, cultural sensitivity and co-operation in multicultural teams in business.

2. Wymagania wstępne

Basic knowledge in social psychology and psychology of managemen

3. Efekty kształcenia dla przedmiotu

WIEDZA (knowledge)

1 Students are given basic knowledge concerning concepts and theories of culture, communication and management across cultures. Students are able to define different cultural behavior styles in various cultural groups.

2. Students are aware of the complexity of the concept culture and its categorization.

3. Students acquire theoretical background required to effectively describe (what is culture), interpret (where does cultural differences come from) and control communication process in culturally varied management environment.

UMIEJĘTNOŚCI (Skills)

Students are able to distinguish cultural aspects of basic o basic organizational behavior and communication

Students will increase their abilities conditioning successful negotiations and decision-making skills in an unfamiliar business environment.

Students recognize and understand how culture may affect personal relations and human resources management in organization and international companies.

KOMPETENCJE SPOŁECZNE (Social Competence: values - knowing how to be)

Students will become more competent in analysis, deeper understanding and verifying their 'cultural lens' that e.g. condition various preconceptions and stereotypes in management.

The lecture will make them eager and open to constructive co-operation on the level of management i.e. more listen than evaluate, first observe and critically analyze the cultural constraints of complex cultural scripts.

Students will be more aware of the existing one-sidedness in the communication process and deal with differences related to demanding work situations in business.

4. Metody dydaktyczne

Lecture, Discussion, case study, video samples. Multimedia presentation PPT

5. Treści programowe przedmiotu

Human resources management and organisational behaviour across cultures;

Culture as an explanatory factor of organizational behaviour.

Culture: dimensions and traits by Hall, Hofstede, Trompenaars, House and others

Intercultural communication and negotiating.

6. Kryteria oceny osiągniętych efektów kształcenia

LEARNING OUTCOMES

2 unsatisfactory (fail)

Knowledge:

Students do not know basis definitions, theories and classifications related to cultural aspects of management behavior

Competence:

The student is not able to identify and critically analyze and interpret cultural aspects of management behavior

Social Competence:

The student is not sensitive to cultural differences and not eager to understand various cultural scripts and its constraints

3 satisfactory

Knowledge:

Students have partial and very general knowledge on theoretical background of cross-cultural communication in management

Competence:

The student has very limited and basic competence in analysis and interpretation of cultural behavior in management

Social Competence:

The student has limited intercultural sensitivity to various cultural scripts

4 good

Knowledge:

Students have quite good understanding and knowledge on theoretical background of cross-cultural communication in management

Competence:

The student has over-moderate competence in analysis and interpretation of cultural behavior in management

Social Competence:

The student has good intercultural sensitivity to various cultural scripts

5 very good

Knowledge:

Students have excellent understanding in theoretical background of cross-cultural communication in management

Competence:

The student has a very high level of skills in analysis and interpretation of cultural behavior in management applying adequate techniques in communication across cultures.

Social Competence:

The student has very good intercultural sensitivity to various cultural scripts

7. Literatura podstawowa i uzupełniająca

Bennett, M. J. (1998). Basic concepts of intercultural communication; selected readings.

Intercultural Press: Boston, London;

Gesteland, Richard R. (2002). Cross-cultural Business Behavior. Copenhagen: BusinessSchool;

Furhnam, A. (1997). The Psychology of Behaviour at Work. The individual in the organisation.

Hove East Sussex: Psychology Press

Hofstede, G. (1980). Culture's Consequences, Comparing Values, Behaviors, Institutions, and Organizations Across Nations Thousand OaksCA: Sage Publications;

Schein, E. (1992). Organizational Culture and Leadership. San Francisco: Jossey-Bass

RECOMENDED READING LIST

Hall, E. (1984). The dance of life: The other dimension of time. Garden City, NY. Anchor Press;

R. E. Nisbett, (2003). The Geography of Thought: How Asians and Westerners Think Differently, and Why. New York: Free Press;

Ting-Toomey, S. (1999). Communicating Across Cultures. New York: Guilford;

Schenider, S. C., J. L. Barsoux, (2003). Managing across cultures. Harlow: Prentice Hall; Press;

Sarah A. Lanier, (2004). Foreign to Familiar: A Guide to Understanding Hot - And Cold - Climate Cultures. Hagestown: MD McDougal; Retrieved from

<http://www.hosannalc.org/serve/kingdom/documents/Foreigntofamiliar.pdf>;

Lomen, M. (2007). Fluent Fools? Beyond language and basic survival skills. St Francis Magazine, 1 (3), 1-13;

Landis, D., Janet M. Bennett, & Milton J. Bennett (Eds.) (2004) Handbook of Intercultural Training. London: Sage Publishers;

Hall, E (1989). Hidden dimension. Garden City, NY. Anchor Press.