

Course code (filled in by the Office for Education)	
Course title	<b>Intercultural Communication and Managing Diversity</b>
Module title	Public Administration and Management
Level of the Course	BA
Institute/Department responsible for course	Institute of Public Management and Administrative Studies
Course director	Dr. Agnes Jenei
Name of the Lecturer(s)	Dr. Agnes Jenei
Number of the ECTS credits	5 ECTS
Teaching methodology	Highly interactive classes with peer-group work, simulations, analysis of videos and case-studies, collaborative team-work.
Language of instruction	English
Prerequisite(s) for the course	Fluency in English
Semester	fall semester
Course description	In the age of globalisation, we increasingly have to work in intercultural environment where approaches to management, expectations, decision making, planning, problem-solving, conflict resolution and communication styles may be very different. The aim of the course is to prepare students to work efficiently in intercultural / inclusive environments and manage international / teams. Students, guided by the instructor, take on a real mini intercultural management project during the course. The process of „learning by doing” allows them to explore the advantages, difficulties, and effective techniques of intercultural communication and management.
Learning outcomes and course competences	The course aims to develop intercultural competences: knowledge, skills and attitude. Students will be aware of the advantages and the challenges of working in international / inclusive environment. They will be able to work with colleagues coming from different cultures, with different working styles, communication style, time management and conflict resolution. They will know how diversity of knowledge and perspectives can be managed in order to foster better organizational performance.
Weekly content of the course	<ol style="list-style-type: none"> <li>1. Developing Intercultural Awareness</li> <li>2. Defining Communication, Intercultural Communication</li> <li>3. Perception of Culture; Defining Culture; Modelling Culture; Layers of Culture</li> <li>4. Stumbling Blocks in Intercultural Communication</li> <li>5. Understanding Cultures: the Cultural Dimensions of Geert Hofstede</li> <li>6. Understanding Cultures: Cultural Dimensions of Fons Trompenaars</li> <li>7. Understanding Cultures: Cultural Dimensions of Edward T. Hall</li> <li>8. Defining Intercultural Management and Diversity Management</li> <li>9. Managing of the Cross-Cultural Transitions (Pre-departure and Post-arrival Trainings)</li> <li>10. Managing Diversity in the Workplace: Infrastructure&amp;Environment, Communication&amp;Behaviour, Values&amp;Norms</li> <li>11. Taking Advantage of the Diversity of Knowledge and Perspectives in Decision-making: Collaborative (Consensus-based) Decision-making in the Practice</li> <li>12. Taking Advantage of the Diversity of Knowledge and Perspectives in Problem-Solving Process: Transformative Action Learning. Demonstration of the Peer-group Coaching Method in the Practice</li> <li>13. Cooperative Negotiation Techniques (The Principles of the Harvard Negotiation Techniques)</li> <li>14. Intercultural Negotiations: The Impact of Culture</li> <li>15. Intercultural Conflict Management in Work Organizations</li> <li>16. Tools for Intercultural Competence Assessment</li> </ol>

Compulsory and recommended reading materials	Jo Owen (2016) Global Teams: How the Best Teams Achieve High Performance. FT Publishing Financial Times Thomas, David C., and Mark F. Peterson (2014) Cross-Cultural Management. 3d ed. Thousand Oaks, CA: SAGE French, Ray (2010): Cross-Cultural Management in Work Organisations. Chartered Institute of Personnel and Development. London. 1843982439, 9781843982432
Assessment methods and criteria	There is no exam, but the attendance and the active participation in the activities (intercultural awareness activities, two different presentations, participation of the mini intercultural management project) is obligatory, as well as written report (self-reflections) on the activities. The assesment will be based on the quality of the outputs of the assignments.
Grading	Five Scale Grading - Grade is determined on the basis of the performance in classroom activities.
office hours/contact details	Monday 12:00-14:00 Educational Building, Office N. 341; jenei.agnes@uni-nke.hu