

COURSE OUTLINE		
<b>TERM: FALL 2018</b>	<b>COURSE NO: IBUS 255</b>	
<b>INSTRUCTOR:</b>	<b>COURSE TITLE: Cross-Cultural Business</b>	
<b>OFFICE: LOCAL:</b> <b>E-MAIL:</b>	<b>SECTION NO(S):</b>	<b>CREDITS: 3.0</b>
<b>OFFICE HOURS:</b>		
<b>COURSE WEBSITE:</b>		

Capilano University acknowledges with respect the Lil'wat, Musqueam, Squamish, Sechelt, and Tsleil-Waututh people on whose territories our campuses are located.

### **COURSE FORMAT**

Three hours of class time, plus a fourth hour delivered through on-line or other activities for a 15-week semester, which includes two weeks for final exams. This course may also be offered in mixed mode.

### **COURSE PREREQUISITES**

30 credits of 100 level or higher coursework, including ENGL 100

### **CALENDAR DESCRIPTION**

The course increases participant's awareness of and sensitivity toward their own and other cultures in cross-cultural settings as they relate to business management and relationships. It examines values and value orientations in relation to current international business events by establishing a link between theoretical knowledge and applied skills to the international and the domestic multicultural, multi-ethnic business environment.

### **COURSE NOTE**

IBUS 255 is an approved Self and Society course for Cap Core requirements.

### **REQUIRED TEXTS AND/OR RESOURCES**

Lustig, M. & Koester J. (2016). *Cross Cultural Business IBUS 255*. Boston: Pearson Learning Solutions.

### **COURSE STUDENT LEARNING OUTCOMES**

**On success completion of this course, students will be able to do the following:**

1. Articulate the links between communication and culture.
2. Demonstrate cultural competence and communicate effectively, orally and in writing, as required in an international business setting.
3. Describe and interpret communicative and other behaviours in cross-cultural situations.

4. Be proficient in identifying culturally related issues as they arise in business situations.
5. Identify and defend culturally relevant strategies for dealing effectively with cross-cultural issues.
6. Apply cross-cultural skills in both the personal and business domains.
7. Explain worldview and how it impacts the conduct of business.
8. Identify and explain all major components of culture, which have a direct and indirect impact on activities related to clients, staff and co-workers from a variety of cultures.
9. Apply cultural concepts and theories to a variety of situations, scenarios, and case studies.
10. Practice cultural research strategies and skills related to an in-depth study of a culture.

**Students who complete this Self and Society course will be able to do the following:**

1. Identify potential root causes of local/global problems and how they affect local/global cultures, economies, politics, and policies;
2. Assess and evaluate individual and collective responsibilities within a diverse and interconnected global society;
3. Analyze the impact of colonialism and racism on Indigenous peoples.
4. Explain how contexts (e.g. cultural, historical, colonial, economic, technological) shape identity formation and social structures.

**COURSE CONTENT**

**Note: Order of course topics may change.**

Week	Topic
1	The Definition of Culture The Characteristics of Culture Worldview Ethnocentrism Moral Relativity
2	Culture and Intercultural Communication Values, Beliefs, Norms, Social Practices Layers of Culture Cultural Models
3	Cultural Taxonomies High and Low Context Cultures Hofstede's Cultural Dimensions Kluckhohn and Strodtbeck Value Orientations
4	Predictors of Power Distance Universalism and Particularism
5	Cultural Identity Cultural Biases
6	Midterm Review Midterm
7	Nonverbal Intercultural Communication Monochronic and Polychronic Time
8	The Business Context

	Cognitive Styles
9	Indigenous Knowledge First Nations & Ethnic Minorities: Culture, Opportunities and Considerations Truth and Reconciliation
10	Case Studies/Guest Speaker
11	Cultural Shock and Reverse Culture Shock
12	Group Project Presentations and Report
13	Group Project Presentations and Reports Final Exam Review
14 & 15	Final Exam Period

### EVALUATION PROFILE

Assessment	% of Final Grade
Assignments	35%
Midterm Exam	15%
Team Project	25%
Participation/Professionalism	5%
Final Exam (Comprehensive)	20%
<b>Total</b>	<b>100%</b>

#### Assignments:

Assignments may consist of, but are not limited to, personal cultural reflections, chapter presentations, business applications, readiness assessments, chapter questions, in-class exercises, culture in the news, case studies, etc.

#### Midterm Exam:

Assesses student's comprehension and application of content and concepts covered in the textbook and other material provided by the instructor.

#### Team Project:

Teams prepare a report and oral presentation on a case study or cross-cultural business venture with the emphasis on cross-cultural business analysis.

#### Professionalism/Participation:

Grades are allocated, up to a maximum of 5%, based on the percentage of time spent in class engaged in group discussions and applying concepts to both individual and team projects/assignments/activities.

**Final Exam:**

Assesses student's comprehension and application of content and concepts covered in the textbook and other material covered in class.

**GRADING PROFILE**

A+ = 90-100	B+ = 77-79	C+ = 67-69	D = 50-59
A = 85-89	B = 73-76	C = 63-66	F = 0-49
A- = 80-84	B- = 70-72	C- = 60-62	

**Incomplete Grades**

Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

**Late Assignments**

Late assignments are not accepted in this course.

**Missed Exams/Quizzes/Labs etc.**

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises.

**Attendance**

Students are expected to attend all classes and associated activities.

**English Usage**

Students are expected to proofread all written work for any grammatical, spelling and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments.

**Electronic Devices**

**Classes:** Laptops and cell phones should not be used within the class unless related to a specific activity as indicated by the instructor.

**Exams:** No personal electronic devices of any kind may be used during an examination or quiz.

**On-line Communication**

Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or Moodle; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

**UNIVERSITY OPERATIONAL DETAILS****Tools for Success**

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: <http://www.capilanou.ca/services/>

**Capilano University Security: download the CapU Mobile Safety App**

**Policy Statement (S2009-06)**

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Cheating and Plagiarism, Academic Probation and other educational issues. These and other policies are available on the University website.

**Academic Integrity (S2017-05)**

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy S2017-05 for more information: <http://www.capilanou.ca/about/governance/policies/Policies/>

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

**Academic dishonesty** is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

**Cheating:** Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

**Fraud:** Creation or use of falsified documents.

**Misuse or misrepresentation of sources:** Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

**Plagiarism:** Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

**Self-Plagiarism:** Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

**Prohibited Conduct:** The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);

- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

### **Sexual Violence and Misconduct**

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure.

**Emergencies:** Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.