

DIVISION OF APPLIED SCIENCE AND MANAGEMENT

COMM200

Intercultural Communication for Business

3.0 Credit Course

Winter, 2021



COURSE OUTLINE

COMM 200 INTERCULTURAL COMMUNICATION FOR BUSINESS

3 CREDITS

PREPARED BY: Colleen Grandy and Hillarie Zimmermann, Instructors

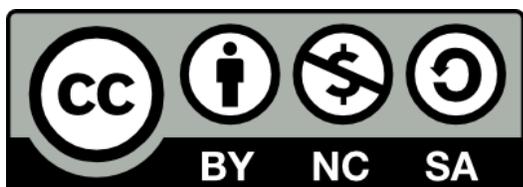
DATE: October 19, 2020

APPROVED BY: Ernie Prokopchuk, Interim Dean

DATE: November 11, 2020

APPROVED BY SENATE: October 16, 2019

RENEWED BY SENATE: Click or tap to enter a date



This work is licensed under the Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc-sa/4.0/>.

INTERCULTURAL COMMUNICATION FOR BUSINESS

INSTRUCTORS: C. Grandy & H. Zimmermann

OFFICE LOCATION: A2431

E-MAIL: cgrandy@yukonu.ca

TELEPHONE: (867) 668-8828 & 668-8834

OFFICE HOURS: TBD

CLASSROOM: Online

TIME: Monday 1-2, and online

DATES: January 4 – April 13, 2021

COURSE DESCRIPTION

To work towards reconciliation in Canada, The Truth and Reconciliation Commission has made calls to action for “skills based training in intercultural competency.” As new communication technologies improve connectivity and the world becomes increasingly globalized, intercultural competency is critical for business communicators, both locally and globally. In this course, students will practice listening, speaking, and writing to communicate with understanding, empathy, and awareness in intercultural community and business contexts. Through reflection on individual worldviews and recognition of cultural difference, students will explore skills-based solutions for developing intercultural competency. As well, students will apply course concepts by collaborating through service learning to build relationships and gain intercultural communication experience.

PREREQUISITES

COMM100

Or permission of the School of Business & Leadership

RELATED COURSE REQUIREMENTS

You will need to have access to a computer to complete some of the work for this course, including weekly online meetings. This course has a service-learning component. You may need to arrange transportation to and from your service learning experiences.

EQUIVALENCY OR TRANSFERABILITY

This course is new/newly developed/recently re-developed, and its transferability is still

being evaluated. Receiving institutions always determine course transferability. Further information and assistance with transfers may be available from the School of Business and Leadership.

LEARNING OUTCOMES

Upon successful completion of the course, students will be able to...

- Reflect on and express an awareness of their own and other worldviews and cultural identities, including Yukon First Nations
- Respect cultural difference and build relationships through service learning
- Demonstrate emerging intercultural competency when communicating with persons who have different worldviews, value systems, and communicative styles
- Create and analyse written and oral communication mindful of audience and purpose
- Give and receive constructive written and oral feedback
- Identify and access skills of individuals within a group when collaborating on written and oral projects

COURSE FORMAT

This course is blended. There are regular, scheduled 1-hour weekly meetings online, and students are expected to complete the other part of the class time through activities in Moodle (YukonU's online learning management system) and through their service-learning project (see below).

Email and frequent internet access are an important part of this course. The instructor will communicate through email and YukonU's Learning Management System (Moodle). Using online tools and resources is a required part of this course.

ASSESSMENTS:

Assignments

There are four assignments that make up 60% of the final mark in this course.

Service Project

There is one project that makes up 40% of the mark in this course. Students will engage in a volunteering service project throughout the course. This project will demonstrate students' abilities to apply key course concepts.

EVALUATION:

Assignments	60%
Service Project	40%
Total	100%

REQUIRED TEXTBOOKS AND MATERIAL

Suen, E., & Suen, B. A. (2019). *Intercultural communication: A Canadian perspective*. Toronto: Canadian Scholars.

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/ Admissions & Registration web page.

PLAGIARISM

Plagiarism is a serious academic offence. Plagiarism occurs when a student submits work for credit that includes the words, ideas, or data of others, without citing the source from which the material is taken. Plagiarism can be the deliberate use of a whole piece of work, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Students may use sources which are public domain or licensed under Creative Commons; however, academic documentation standards must still be followed. Except with explicit permission of the instructor, resubmitting work which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the University.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon University program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukonu.ca/yfnccr.

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon University Academic Regulations (available on the Yukon University website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC): lac@yukonu.ca.

TOPIC OUTLINE

Week	Topic	Assignments	
1 Jan. 6-9	You as an intercultural communicator		
2 Jan. 10-16	What is intercultural communication?		
3 Jan. 17-23	Service learning	Service Project: Volunteer Statement of Interest (5%) (Sunday, January 24)	
4 Jan. 24-30	Cultural frameworks		
5 Jan. 31- Feb. 6	Context, time, and space		Ongoing

DIVISION OF APPLIED SCIENCE AND MANAGEMENT
COMM200
Intercultural Communication for Business
3.0 Credit Course
Winter, 2021

			Group Student-Led Seminar (15%) (ongoing)	Online and In-Class Reflection and Discussion, Activities (25%) (Self- Assessments Due: Sunday, February 14 and Sunday, April 11)
6 Feb. 7-13	Six dimensions of culture			
7 Feb. 14-20	Value orientations			
8 Feb. 21-27	READING WEEK			
9 Feb. 28- March 6	Ethics and intercultural communication			
10 March 7- 13	Group dynamics in intercultural contexts			
11 March 9- 13	Nonverbal intercultural communication	Intercultural Communication Exploration (20%) (Sunday, March 14)		
12 March 14- 20	Verbal intercultural communication			
13 March 21- 27	Writing for culturally diverse audiences			
14 March 28- April 3	Vision Workshop	In-Class Vision Workshop (5%)		
15 April 4-10	Cultural Self- Sharing Celebration	Service Learning: Final Summary (20%)		