Course Descriptions None 2015-2016

Course Title	Managing Diversity and Global Communication Skills
Course Code	EBS2066
ECTS Credits	4,0
Assessment	Pass / Fail

Period

Period	Start	End	Mon	Tue	Wed	Thu	Fri
4	1-2-2016	1-4-2016					
5	11-4-2016	3-6-2016					

Level	Intermediate
Coordinator	Wim Swaan For more information:w.swaan@maastrichtuniversity.nl
Language of instruction	English

Goals

This is a so-called floating skills, extending to period 4 AND 5. Content and end goals are roughly identical to course EBS 2023, offered in period 3. The main difference is that the floating skills gives the opportunity to apply the skills in parallel courses. This way, participants will receive feedback during the skills training on the process of grounding the skills in day-to-day practice.

Important info on this floating skills:

- To get credits you have to follow the entire skills training in period 4 AND 5. It is a NOT a matter of choosing between period 4 and 5.
- Required time involvement is ca. 4 hours per week, including contact hours and self-study. Clearly, the actual time involvement might vary per week.
- ATTENDANCE REQUIREMENT: max. 1 absence over the entire course, max 2 absences with additional writing assignment; 3 absences cannot be compensated.
- Lectures might be scheduled in the evenings, also for students who blocked evening education. ATTENDANCE AT EVENING LECTURES is part of the attendance requirement. In total there will be maximum three lectures: two in period 4, and one in period 5. If evening lectures are scheduled, these will be from 18.30-20.30, but NOT on Fridays.
- Tutorials will be scheduled in day time, and can be any day in the week. There will be 8 group meetings in total (probably five in period 4, and three in period 5).
- Given the time involvement, the floating skills can well be combined with 2 regular courses. Clearly, it does involve extra work next to two other courses: it is a serious skills training.

Information on registration:
- For the academic year 2015-2016 the number of participants is maximized to 112 (72 regular students and 40 exchange students).

- For practical reasons, registration for exchange students for the floating skills will happen outside the regular registration system. Exchange students will be informed about the procedure in the course of October 2015.
- Registration for the floating skills is only necessary at the beginning, for period 4. You are automatically registered for the second part in period 5.
- You do not need special permission to take the floating skills next to two regular courses.
- It is not allowed to take the floating skills next to 3 courses. If you register for the floating skills and ask for permission for taking three other courses, either in period 4 or 5, this will be refused.
- The big advantage for students for taking the floating skills is that you don't have to be in Maastricht for period 6, implying a (much) longer free period in summer, e.g. for internships.

GOALS OF THE SKILLS TRAINING
Both in your career and in your studies (e.g. during an exchange period), you will have to be able to work with people from very diverse backgrounds. During your studies diversity manifests mainly in team work and in tutorial groups. During you career you will have to manage diverse groups and Organisations. Managing diversity requires effective communication skills and awareness of cultural differences, as communication styles and values vary a lot across the globe.
Intercultural skills in teamwork are used as a frame of reference in the skills training. This approach allows us to deal with virtually all relevant intercultural skills. We use teamwork in SBE as a starting point and gradually work towards translating this to the career perspective of participants. There is also scope for looking at intercultural issues in individual life experiences of participants.
You will discover how intercultural encounters are always a mixture of individual and cultural elements, how to reflect effectively on this, how to communicate about tensions you experience (and how not...), and how to talk about cultural differences in a way that is productive for everybody involved. Together, these form the building blocks of managing diversity in teams.

Description

After an introduction to the topic you will begin with taking stock of your existing skills. In the following meetings we look at how communication styles, values and cultural identities have an impact on intercultural encounters, with special attention to intercultural team work. We will use experiential exercises, in-class discussions, and reflection on your own experiences; all in relation to an attractive textbook. Notwithstanding the use of a textbook, focus remains on skills development. Towards the end of the skills training your learning will be integrated by looking at effective intercultural conflict management.

Literature	Stella Ting-Toomey, Communicating Across Cultures. New York: The Guilford Press, 1999
Prerequisites	The training aims at participants of all levels of intercultural experience: from very limited to very extensive. You can take it before, or after your study abroad, and as an exchange student during your stay at UM. Bicultural students and students with extensive intercultural life experience enjoy the training a lot. The skills training will turn your intercultural life experiences into a valuable asset.
Keywords	
Teaching methods	PBL / Lecture / Assignment / Groupwork
Assessment methods	Final Paper / Attendance / Participation
Evaluation in previous academic year	For the complete evaluation of this course please click http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM

This course belongs to the following programme / specialisation

Bachelor Economics and Business Economics Specialisation Economics	Elective Skills
Bachelor Economics and Business Economics Specialisation Economics and Management of Information	Elective Skills
Bachelor Economics and Business Economics Specialisation International Business Economics	Elective Skills
Bachelor International Business	Year 2-3 Elective skills
SBE Exchange Bachelor	Bachelor Exchange Skills
SBE Exchange Master	Bachelor Exchange Skills