COURSE DESCRIPTION: Intercultural Business Skills

Titel der Lehrveranstaltung	**Intercultural Business Skills**
Eingabeverantwortliche(r)	**Isabella Fürlinger-Müller**
Lehrveranstaltungsart	**ILV**
Prüfungscharakter	**immanent testing character**
Semester	**1-6**
ECTS	4
Course overview:	"Intercultural Business Skills" equips students with essential knowledge and competencies to navigate and succeed in multicultural business settings. Designed for incoming exchange students, this course supports their international and intercultural experiences, providing a foundation to effectively engage with diverse cultures. Through theoretical frameworks and practical applications, students will develop skills to understand, appreciate, and leverage cultural diversity in today's globalized world. The course is offered in a blended format, with approximately half of the sessions held in person and the remainder conducted online.
Course objectives:	• To understand the fundamental theories and models related to culture and intercultural interactions • To develop awareness of one´s own cultural frame and values • To gain understanding of cultural dimensions and different phases of cultural shock • To enhance cultural intelligence and the ability to deal with cultural diversity effectively • To identify and challenge stereotypes and prejudices that may hinder intercultural communication • To build a skill-set that enables successful intercultural communication and collaboration in business • To reflect and review prior personal intercultural experiences and develop a broader perspective about them
Course structure:	1. **Introduction & Theoretical Framework:** a. An introduction to the concepts of culture and intercultural communication b. Cultural Self Assessment 2. **Theoretical Framework: Cultural Models:** a. Examination of different cultural models b. Practial relevance & group work 3. **Theoretical Framework: Cultural Dimensions:** a. In-depth analysis of cultural dimensions b. Group work on cultural dimensions 4. **Theoretical Framework: Cultural Shock:** a. Exploration of cultural shock, its stages, and strategies for coping with the challenges of working in new cultural environments 5. **Stereotypes & Prejudices:** a. Identification and examination of common stereotypes and prejudices in intercultural settings, and strategies to overcome these barriers 6. **Cultural Intelligence:** a. Concept and Development of cultural intelligence (CQ) as a critical skill for understanding and adapting to different cultural contexts in business 7. **Intercultural Skill-Set for Business I:** a. Practical application of the knowledge gained in the course to build a comprehensive skill-set for effective intercultural communication and collaboration in business b. Case studies and role-plays to apply intercultural skills in real-world business scenarios 8. **Intercultural Skill-Set for Business II:**

	a. Practical application of the knowledge gained in the course to build a comprehensive skill-set for effective intercultural communication and collaboration in business b. Case studies and role-plays to apply intercultural skills in real-world business scenarios
required reading:	• Presentations and materials posted on moodle • Meyer, E. (2014). The Culture Map.
Additional reading:	• Lewis, R.D. (2002). When Cultures Collide: Leading across countries • Hampden-Turner, C. & Trompenaars, F. (2000). Building Cross-Cultural Competences. • Hofstede, G. (2005). Cultures and Organizations. • Trompenaars, F. (1998). Riding the Waves of Culture. • Thomas, D. & Inkson, K. (2017). Cultural Intelligence.
Assessment:	**First Attempt:** Students will be assessed through continuous evaluation based on group work, group presentations, self-assessments, and active participation in class. The assessment is out of a total of 100 points, with a minimum of 60 points required to pass. Grades are assigned as follows, based on the Austrian grading system: **0-60 points:** "5" Insufficient (Fail) **61-70 points:** "4" Sufficient (Pass) **71-80 points:** "3" Satisfactory **81-90 points:** "2" Good **91-100 points:** "1" Excellent Attendance is crucial for acquiring the necessary proof of performance and the associated practical competencies. **Second Attempt and Beyond:** For repeat assessments, the provisions of §18 FHG apply: "If the cumulative evaluation of performance assessments results in a negative outcome, students must be granted an appropriate deadline to provide the required proof of performance (1st repetition). A further negative evaluation will automatically lead to a commission examination (2nd repetition)." Additionally, for the repeat assessment, the requirements of §18 (2) FHG must be adhered to, meaning all performance criteria must be repeated individually and to the same extent as in the first attempt. This entails completing a 30% seminar paper and a 70% written exam that covers all course content.
Finale(r) **Freigabeverantwortliche(r)**	Thomas Leoni