

Course unit code	
Course unit title	Intercultural Communication in the Workplace

GENERAL INFORMATION			
Study program	Undergraduate study program Graduate study program	Year	3./1.
Director of the course and assistant	Assistant professor, Mauro Dujmović, Ph.D. E-mail: mdujmov@unipu.hr		
Course status	X	Mandatory	Elective
Credits allocated and type of lectures			
		Winter semester	Summer semester
ECTS students workload		6	6
Number of hours per semester		60	60

Course objectives, teaching and learning methods and learning outcomes

The globalization of the economy, with increased cross border alliances, ventures and global relocations, as well as the advent of e-commerce, has brought about major changes in the field of international customer relations and intercultural diversity management. Managing cultural differences properly can be a key factor in getting things done effectively across borders. With increased contact of personnel and customers from diverse cultural backgrounds, there is a growing demand for businesses to understand and manage the diverse values, perceptions, business worldviews and behavior of corporations' staff and its customers. Intercultural communication in the workplace is an interdisciplinary human resources field concerned with facilitating communication and interaction of personnel and customers across borders.

Requirements, correspondence and correlativity

The course is a valuable for students on an undergraduate or postgraduate business or management degree programme which includes the study of culture and communication in the context of work and/or intercultural communication in the workplace. It is particularly useful for students planning to do an international work or study placement as part of their degree programme or those intending to work in organisations that operate across the globe.

Course content (list of topics)

The following outline presents some key lectures:
The course provides students with a valuable insight into the complexities of intercultural communication at work. It is organised in the interactive, up-to-date way providing real world examples of numerous conceptual issues such as cultural differences at work, culture work and organisational behaviour, communication practices, barriers to intercultural communication, skills for working abroad, etc.

Modes of instruction and acquiring knowledge (mark in bold)

Lectures	Seminars and workshops	Exercises	Individual tasks	Multimedia and internet
Distance learning	Counseling	Laboratory	Tutorial	Fieldwork

Student requirements**Assessment and evaluation of students (mark in bold)**

Attendance	Class participation	Seminar paper	Experimental work
Written exam	Oral exam	Essay	Research
Project	Continuous assessment	Report	Practical work

Assessment breakdown within the *European credit transfer system*

REQUIREMENTS	HOURS (estimation)	LEARNING OUTCOMES	SHARE IN ECTS	SHARE IN GRADE
Written Examination	54		2	30%
Oral Examination	36		1	20%
Attendance	18		0,5	10%
Class participation	18		0,5	10%
Seminar paper	54		2	30%

Bibliography**Mandatory bibliography**

Guirdham, M. (2011), *Communicating Across Cultures at Work*, New York, Palgrave Macmillan
 Goodman, M. B. (2013), *Intercultural Communication for Managers*, New York, Business Expert Press

Additional bibliography

Jandt, F. (2013), *An Introduction to Intercultural Communication: Identities in a Global Community*, London: Sage Publications
 Wallace V. Schmidt, Roger N. Conaway, Susan S. Easton, William J. Wardrope (2007), *Communicating Globally: Intercultural Communication and International Business*, London, Sage Publications

Additional information on the course