

Departmental Course Syllabus

Business Department * Academic Instruction Center Suite 325 **Revision:** Fall 2009
San Antonio College * 1300 San Pedro Avenue * San Antonio, TX 78212-4299

Course Number and Title: IBUS 2341 – Intercultural Management

Credit Hours: 3

Instructor: Varies

Office: Varies

Phone Number: (210) 486-1414 **Fax:** (210) 486-1503

E-mail: Varies

Web Address: <http://www.alamo.edu/sac/business>

Office Hours: To be posted by the individual instructor.

I. Catalog Description:

This course is a study of cross-cultural comparisons of management and communications processes. The emphasis is on cultural geographic distinctions and antecedents that affect individual, group, and organizational behavior. Topics may include sociocultural demographics, economics, technology, political/legal environment of cluster countries and their relationship to organizational communication and decision-making..

II. Pre-requisites, co-requisites and other requirements:

None

III. Text and/or Other Requirements:

Managing Across Cultures, Schmeider 2nd Edition Prentice-Hall

IV. Method of Instruction:

Instruction may consist: Lecture, Video/Power Point Presentations, Periodical and Internet Research, Written Reports, Role Playing

V. Course Content:

In this course students will study cross-cultural comparisons of management and communication processes. Cultural geographic distinctions, economic, technology, political-legal issues, negotiations, and decision-making processes in the international cultural environment will also be addressed.

VI. Learning Outcomes:

Learning Outcome 1: The student will be able to utilize a broad array of cross-cultural knowledge necessary for supervision of multicultural personnel in the United States or abroad

Performance Objectives/Methods of Measurement for this Outcome.

The student will be able to:

1. Determine through written examination the influence of national

culture on the development and transfer of HRM practices, selection, socialization, training, performance appraisal, compensation, and career development.

2. Demonstrate knowledge of different cultural norms by writing a cultural manual suitable for someone who will be working in a different country with a different culture.
3. Prepare and present a Power Point presentation of their cultural manual to the entire class.

Learning Outcome 2: The student will be able to interpret cross-cultural communications cues through role playing and other problem solving situations.

Performance Objectives/Methods of Measurement for this Outcome.

The student will be able to:

1. Demonstrate through role playing the skills and competencies necessary to manage in a diverse environment.
2. Demonstrate through role playing the skills necessary to communicate with a different culture, both verbally and non-verbally.
3. Solve an ethical dilemma using cultural and political guidelines from another country.

SCANS

The following SCANS Skills will be taught in this course: Competencies include: acquires and evaluates information (C5), organizes and maintains information (C6), interprets and communicates information (C7), participates as a member of a team (C9), works with cultural diversity (C14), and understands systems (C15). Foundation skills included are: reading (F1), writing (F2), listening (F5), speaking (F6), creative thinking (F7), decision making (F8), problem-solving (F9), seeing things in the mind's eye (F10), knowing how to learn (F11), reasoning (F12), responsibility (F13), self-esteem (F14), sociability (F15), self-management (F16), and integrity/honesty (F17).

VII: Course requirements and grade computation:

A. College Requirements:

1. A written comprehensive final examination, not to exceed three hours in length, shall be given at the end of each semester for each course at the regularly scheduled time. Any exceptions to these requirements must be approved by the appropriate dean. Other examinations are given at the discretion of the instructor.

A student who must be absent from a final examination should petition that instructor for permission to post pone the examination. A student absent without permission from a final examination is graded “F”. Postponed examination result in a grade of “I”. The final exam must be taken within 120 calendar days from the end of the semester or the grade automatically becomes an “F”. (San Antonio College Bulletin, Faculty Handbook – January 1995)

B. Departmental Requirement:

Workload: Students are responsible for reading and studying each chapter PRIOR TO class lecture and discussion of the chapter. **THIS IS VERY CRITICAL.** Your success in this class is dependent upon your continued commitment to maintaining a daily study time outside the classroom. You must stay current.

C. Instructor Requirements:

Grading Scale:

A	=	90	-	100
B	=	80	-	89
C	=	70	-	79
D	=	60	-	69
F	=	Below 60		

VIII: College Policies:

- A. San Antonio College does not discriminate on the basis of race, religion, color, national origin, sex, age, or disability with respect to access, employment programs or services.
- B. “Students are urged not to bring children to either a class or a lab. Minors under the age of twelve (12) must not be left unattended on campus.” College Academic Council – April, 1998
- C. ADA Statement: “As per Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, if

accommodation is needed contact the Office of DisABILITY Support Services, CAC 124C, Phone: (210) 733-2347”

- D. A Rapid Response Team exists for the purpose of responding to emergencies. If you have a disability that will require assistance in the event of a building evacuation, notify Disability Support Services, Chance Academic Center 124C, Phone: (210) 733-2347.
- E. Academic Dishonesty: Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic Dishonesty includes, but is not limited to cheating on a text, plagiarism and collusion. For additional information refer to the “Student Code of Conduct”: in the San Antonio College Bulletin.
- F. Students are required to silence all electronic devices (e.g., pagers, cellular phones, etc.) when in classrooms, laboratories and the library. College Academic Council, 01/2000.
- G. San Antonio College Attendance Policy: Regular and punctual attendance is required. A student absent for any reason is responsible for all work missed. Absences are recorded from the first day of class. A student absent the equivalent of two weeks of instruction, may be dropped by the instructor with a grade of “W.” Both tardiness and early departure from class are forms of absenteeism. The instructor establishes the policy with regard for each.
- H. San Antonio College is a smoke free campus.
- I. ACCD DPS Emergency Phone Numbers:
 - ACCD DPS Emergency Phone (210) 222-0911
 - ACCD DPS General Phone (210) 208-8099
 - ACCD DPS Weather Phone (210) 208-8189 – (For information on college closures)
- J. Students must also abide by the policies, procedures, and rules set forth in the “Student Code of Conduct” and all other policies set forth in the San Antonio College Bulletin.
www.alamo.edu/sac/sacmain/schedule/SAC_Bulletin_05-06.pdf

IX. Miscellaneous Information

1. Retention Period For Student Work, Exams, etc:

Student papers and exams will be retained for one semester after the completion of the course.

2. Business Department

For degree plans, general syllabi outlines, and other information on your current course and faculty, please visit the Business Department website at: <http://www.alamo.edu/sac/business> or contact us at (210) 733-2700.

3. Business Computer Lab

The Business Computer Lab is a student lab that is open to any Business Department student majoring in any of the departments programs and/or taking any department course. For more information, please contact the BCL at (210) 785-6058 or visit us on the web at <http://www.alamo.edu/sac/business/lab>.