

Intercultural Communication

Susan Dudley M.A.

In the global economy, communication competence among business partners from around the world - whether face to face or online - has become a daily requirement. What we need are the tools and the practice to become experts in bridging communication between cultures.

In this course students will acquire skills in identifying situations that require cultural competence so that they can communicate more effectively in global situations. Diverse communication issues will be presented via mini-cases, group work, discussion and reflection thereby allowing students to develop intercultural awareness while expressing their views in English within multicultural groups.

Online Plan:

- 1) overview of research on culture and communication
- 2) activities for identifying cultural situations that cause conflict
- 3) real-life situations of issues in business
- 4) development of intercultural communication skills