Name of programme: Logistics Management

Title of Module	**Intercultural Communication Competence**
Responsible person	Prof. Dr. Monika Maria Möhring
Lecturer	Róisìn Russ, M.Sc.
Module Code	ALG03
Type of Module	X obligatory module, O elective module
Level (BA / MA)	O BA x BSc O BEng, O MA O MSc O MEng O MBA
Language	English
Related Degree Programme/s	Logistics Management (B.Sc.)
Department	Management and Communication
Location	O Gießen, x Friedberg
Availability/frequency of module	O every semester, X anually in the Winter Semester, O anually in the Summer Semester,
Hours per Week / Workload	42 HpW, contact hours per week 150 H in total
Number of CrP/ECTS	5 ECTS/CrP
Forms of instruction	X lecture, X seminar, O supervised training, O Laboratory Practical Course
Qualifications and Goals	Globalisation and an increasingly international work environment have left no doubt to the importance of intercultural communication competence in today's business environment. This course prepares students for communi-cating effectively in an international work environment. **Upon completion of this course, students should be able to:** - define culture using the models presented and explain its influence on our daily lives, - be familiar with the psychological terminology used to discuss identity and difference and be able to use these concepts to explain attitudes and behaviour in intercultural contexts, - to understand what it means to be interculturally aware and the levels of depths of awareness possible (as described by Chen & Starosta in their article) and also to be familiar with the typical stages that are passed through from ethnocentrism to ethnorelativsm (as described by Bennett & Bennett), - be familiar with the theories of Hall and Hofstede and be able to ex-plain differences in implicit non-verbal communication across groups. - understand the various ways we can miscommunicate and how these may be overcome.
Short Description of Contents	On completion of the course, students have an understanding of the influence of culture and are prepared to work in an international environment. They can explain how attitudes and behaviour may differ across cultures and understand what it means to have intercultural awareness. They are familiar with concepts such as culture shock, the typical stages that are passed through in developing an ethno-relativist position and the differences in indirect and nonverbal communication across groups.

Description of Contents	**Learning Unit 1: Cultural Awareness** - What is culture? - Definitions and levels of culture - The role of values and norms - Ethnocentrism **Learning Unit 2: Identity and Difference - Social cognition** - Interpreting and evaluating the behaviour of others - The role of groups - The function of schemas - Causal attribution - Stereotypes and prejudice **Learning Unit 3: Developing Intercultural Awareness and sensitivity** - Describing, interpreting and evaluating information - Levels of awareness - from ethnocentrism to ethnorelativism - Dimensions of Culture: The theories of Hall and Hofstede; Cultural standards (A. Thomas) **Learning Unit 4: Sending and Interpreting Messages** - Non-verbal communication - Verbal communication - Problems and misunderstandings - Effective communication: Knowledge, skills and abilities needed for effective communication - Communication interculturally in a business context - Meetings and negotiations simulations
Prerequisites	B2 level in English
Assessment	**Portfolio**
Literature/Textbooks	(1) Andersen, P.A. & Wang, H. (2006) Unravelling Cultural Cues: Dimensions of Nonverbal communication across Cultures in In L.A. Samovar, R.E. Por-ter, E.R. McDaniel (Eds) Intercultural Communication (pp 250-265). Belmont: Thompson (2) Bennet, J.M., Bennett, M.J. (2004), Developing Intercultural Sensitivity - an Integrative Approach to Global and Domestic Diversity. In D. Landis, J. Bennett & M. Bennett (Eds) Handbook of Intercultural Training (pp 151-158). California: sage. (3) Chen, Guo-Ming, Starosta, W.J. (2006) Intercultural Awareness. In L.A. Samovar, R.E. Porter, E.R. McDaniel (Eds) Intercultural Communication (pp 357-366). Belmont: Thompson (4) Gibson, Robert. Intercultural Business Communication. Berlin: Cornelsen & Oxford University Press, 2000 (5) Chapter 1 (pp 6-16) Understanding Intercultural Communication, in Intercul-tural Communication: A Reader by Samovar, Porter & McDaniel (Eds)
Other	none