

## Course Outline

Virtual Exchange Spring Semester 2024

### Course Title: Business Communication 2 Communicative Competence in International Business

Number of ECTS-Credits: 5

Format of the course: Online

- synchronous online course (FIX timeslots)
- asynchronous online course (NO fix timeslots)
- mix of synchronous and asynchronous online course
- synchronous hybrid course (students can choose online OR on campus in FIX timeslots)
- asynchronous hybrid course (students can choose online OR on campus in NON-fix timeslots)
- mix of synchronous and asynchronous hybrid course
- other, namely:

Number of Students accepted

- Total number of students is limited to
- Total number of students is unlimited
- Total number of virtual exchange students is limited to
- Total number of virtual exchange students is unlimited

Responsible lecturer: Mark Moser

Link to lecturer's profile at FHNW: <https://www.fhnw.ch/de/personen/mark-moser>

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## 1. Course content

The focus of this module is to gain competence in communication which takes place in international business.

Although communicating with persons all over the world is technically possible at a low cost, the challenges remain to communicate in a way that “creates mutual understanding” as Milton Bennett phrases it. Mutual understanding in an international business context means building trusting relationships, negotiating successfully, managing collaboration and conflict and doing business in a sustainable and profitable manner.

Emphasis will be placed on the following subjects:

- Perception and self-awareness in interaction
- Culture(s) and contexts (environments)
- Collaborative communication in international business settings
- Models and tools for skilled communication in face2face and virtual situations

## 2. Learning objectives

Students should have the following competencies after completing this course:

Knowledge and understanding:

- Explain the communication process using communication models
- Explain the dimensions of culture and how they impact communication on all levels
- Identify barriers to successful interpersonal communication
- Describe skills in interpersonal and intercultural communication
- Identify and describe different perspectives in communication
- Explain the role of perception and interpretation on communication
- Be aware of different types and purposes of presentations

Application of knowledge and understanding:

- Apply interpersonal and intercultural communication frameworks to own communication
- Analyze intercultural communication settings using tools, models and frameworks
- Develop an effective strategy for a specific presentation, taking the needs of the audience into account

Ability to make judgements:

- Evaluate and choose an approach for successful taking the type of setting and audience needs into a consideration

Communication:

- Listen actively in order to respond appropriately
- Communicate with the clarity needed to convey the intended meaning
- Connect with audience successfully so they understand and are understood
- Collaborate in various cultural settings, achieving specific and desired results

Self-Learning skills:

- Reflect on own intercultural awareness, cultural orientation and own communication preferences
- Assess and potentially question previous personal communication attitudes and skills

## 3. Prior knowledge and entry requirements

- As this module requires participants to be able to discuss complex issues fluently, a good level of English is required min. B2/C1 (CEFR), IELTS 5.5, TOEFL iBT 46-59 or equivalent
- There are no further formal entry requirements for this course.

## 4. Course structure and dates

The number of credits to be obtained is 5 ECTC, which equals 150 study hours.

This course is offered as an online module.

In order to gather and exchange information in the best possible way across countries, a wide variety of learning methods will be chosen:

- Synchronous lecture and live discussions
- Lectures and inputs offered as video file for self-study (asynchronous)
- Information retrieved online
- Casework and preparations for individual and group study
- Chats via internet
- Presentations (live or via video conference)
- Brief written reports, videos, worksheets and PowerPoint slides

Topics covered in the module are:

- My communication, my culture; my culture identity
- Understanding others: theoretic frameworks, terminology and concepts in culturally diverse settings
- Culture, language and intercultural communication
- Becoming interculturally competent
- Collaborative communication in international business settings

This course is organized as a half-day every week, running over a period of 15 weeks, including some self-study weeks, and ends with the submission deadline of the final assignment. The half-day sessions may be made up by synchronous and asynchronous lectures, guided self-study, consultations, group work and other ways of exchanging information via email and/or other communication media.

Course days: THU 5:15-9.00pm CET  
Course start: 22 February 2024  
Course end: 5 June 2024 (last session)

The exact schedule will be presented in December 23.

Online lectures will be held on MS Teams or Zoom and **recorded for those students who are in time-zones that make attendance in the session difficult**. Detailed information will be provided for each session in advance to facilitate planning and learning.

## 5. Assessment

- Assessment with (online)presentations, report, groupwork, test etc. during semester
- Final written test on campus can be replaced for remote students with an additional assignment
- Final written test on campus can be replaced for remote students with oral testing

## 6. Literature

A reading and video list will be provided at course start.

## 7. Responsible Lecturer

Mark Moser is a lecturer at FHNW and consultant on intercultural competence. He was the Secretary General of an international health promotion organization working on substance abuse. He is privileged to have worked as an international leadership and development consultant for more than 15 years with experience in Europe, Asia and Africa. Seeing personal and social change come about is his passion. He teaches modules on 'Intercultural Management' and 'Intercultural Communication' at FHNW University of Applied Sciences & Arts Northwestern Switzerland as well as other institutions in Switzerland and abroad. He has been awarded a post-graduate degree in 'Conflict Analysis and Resolution' from the Sociology faculty of Basel University in Switzerland, and trained as an executive and business coach at the Ashridge Business School in the UK.

The course is partly taught by other experienced FHNW lecturers, and it also draws on guest contributions from representatives of the industry.

## 8. Grading

Pass-fail

According to swiss grading system (see below)

Mark	6.0	5.5	5.0	4.5	4.0	below 4
In words	excellent	very good	good	satisfactory	pass	fail

## Semester Programme **BUSINESS COMMUNICATION 2 – Brugg and Olten Combi Online** **THURSDAY EVENING**

<b>Semester</b>	Spring 24	<b>Responsible Lecturer</b>	Mark Moser	<b>Email</b>	mark.moser@fhnw.ch
<b>Campus</b>	Olten	<b>Online Login</b> (if applicable)	<a href="https://moodle.fhnw.ch/course/view.php?id=55554">https://moodle.fhnw.ch/course/view.php?id=55554</a>	<b>Moodle Key</b>	

<b>Assessment Details</b>	In-Semester Assessments (see Moodle)	<b>Additional Literature</b>	See Moodle
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Date	Time	Mode <i>e.g. onsite, virtually, hybrid</i>	Lecturer(s)	Topic(s)	Comments / Assignments
22.02.24	17.30-21.15	Online	Mark Moser	Course Introduction / Assessment instructions My culture and communication and working in teams	See Moodle and Slides <b>Starter Assignment:</b> VLOG My Culture and Communication upload by Wednesday, 28 Feb (6pm)
29.02.24	17.30-21.15	Online	Mark Moser	Describing and Analysing Cultures: Language and Culture Models	
07.03.24	17.30-21.15	Online	Heike Geiling	Collaborative & Interpersonal Talk 1: Politeness, Building Trust and Small Talk	See Moodle and Slides
14.03.24	17.30-21.15	Online	Adriana Musso	Collaborative & Interpersonal Talk 2: Attribution Theory, GLOBE and Collaboration	See Moodle and Slides
21.03.24	17.30-21.15	Online	Adriana Musso	Intercultural Competence: Becoming interculturally competent	See Moodle and Slides
28.03.24		Self-Study		Reading: The Culture Theory Jungle Film: The American Factory	
04.04.24	17.30-21.15	Online	Adriana Musso + Guest Lecturer	Mastering Value and Audience-based communication	See Moodle and Slides
11.04.24	17.30-21.15	Online	Heike Geiling	Building Para- and Nonverbal Communication Skills	See Moodle and Slides

18.04.24		Self-Study		Preparing Assessment 1: "Critical Analysis"	See Moodle and Slides
25.04.24	17.30-21.15	Online	Mark Moser Antje Leukens	Coaching Sessions for Assignment 1 "Critical Analysis"	<b>ASSESSMENT 1: Critical Analysis (40% of final grade, asynchronous video presentation)</b> <b>Deadline: Tuesday, 21 May 2024 (6pm CET)</b>
02.05.24	17.30-19.15 19.20-21.15	Online	Heike Geiling Mark Moser	Effective Communication in international business settings Mock Case Analysis and Presentation	See Moodle and Slides <b>Lecturer gives feedback on 16.5.24</b>
09.05.24				Ascension Day	<u>Homework</u> : Mock Case Analysis Feedback in session on 16.5
16.05.24	17.30-21.15	Online	Mark Moser	Dealing with Conflicts in intercultural settings Course Revision / Wrap-Up and Key Learnings Feedback Team Case Analysis	See Moodle and Slides
23.05.24		Self-Study		Preparing Assessment 2: "Team Case Analysis"	
30.05.24		Self-Study		Preparing Assessment 2: "Team Case Analysis"	
06.06.24	17.13-21.15	<b>Online</b>	Mark Moser / Adriana Musso	<b>ASSESSMENT 2: Team Case Analysis (60% semi-spontaneous online presentations)</b>	<b>Deadline: upload by 06.06.24, 9pm</b>

### Remarks:

Online Sessions will be held on MS Teams and/or Zoom.

Detailed lesson plans will be provided for each session on Moodle. The Moodle site will be set up in January 2024.

### Team:

Mark Moser (Module Responsible) [mark.moser@fhnw.ch](mailto:mark.moser@fhnw.ch)

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Adriana Musso (External Lecturer) [adriana.musso@fhnw.ch](mailto:adriana.musso@fhnw.ch)

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