

Course Outline

Virtual Exchange Spring Semester 2022

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

Do Virtual Exchange students need an FHNW E-Mail Account for this course? yes no

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: SAT 8:15-12.00am CET
Course start: 26 February 2022
Course end: 4 June 2022

Session	Date	Lecturer (s)	Topic / Contents
1 week 8	26 FEB	Moser	Course Introduction My Communication, My Culture definitions Intro all assignments Vlog 1 and SoTL Survey
2 week 9	5 MAR	Moser / Leukens	Culture Identity – perhaps CH_German Culture? and how it shapes me and my perspectives on others Work on Starter Assignment (My Culture and Communication Style; individual work, ungraded) Establish teams and objective criteria
3 week 10	12	Vitacco	Interpersonal Communication 1 - Face; (in)directness; Politeness (neg. + pos.) - Assertiveness & feedback - How to avoid breakdown & restoring communication
4 week 11	19	Vitacco	Interpersonal Communication 2 - Listening, silence, and minimal responses

			- Rapport building - Building trust
5 week 12	26	Leukens	Describing Cultures 1 (Macro view) German-Swiss Culture Introducing culture dimension theory - overview Focus: Trompenaars Case Analysis 1
6 week 13	2 APR	Moser	Describing Cultures 2 (Micro view) Large and Small Cultures Organisational cultures Focus: GLOBE Study Feedback with teams on Case 1 and teamwork
7 week 14	9 APR	Guest Lecturer (intro AL)	Becoming Interculturally Competent Cultural development as an individual Cultural sensitivity Focus: Bennett
8 week 15	16 APR	Self-study and LG	Reading: (online) Presentation Skills follow-up on literature so far (The Culture Jungle)
9 week 16	30	Guest Lecturer	Verbal and non-verbal Communication Intercultural communication (verbal and nonverbal)
10 week 17	SAT 30	Moser / Leukens	Collaborative Communication The role of culture in collaboration and team work Team Presentation Assignment Info Case Analysis 2
11 week 18	5 / 7 MAY	Self-study	Individual Revision & Team Presentation Prep Mock team case and teamwork
12 week 19	12/14	Moser	Revision of course theory (Q&A) and Discussion Feedback with teams on mock team case and teamwork (Team Presentation Assignment Prep)
13 week 20	21 PT/VE	Assessment Moser/Leukens	Assignment 1: Team Case-study Presentations (online) group work; graded (45%)
13 week 21	28	Self-study	Self-Study and launch individual preparation Assignment 2
15 week 22	4 JUN	Moser / Mark	Learnings /Conclusion Q&A and Coachings Individual work on Assignment 2 Individual and peer teamwork reflection (10%)

Online lectures will be held on MS Teams, WebEx or a similar platform 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)presentation, 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