

Intercultural Communication: Concepts and Skills (0000191)

Course size *(nominal values; actual values may depend on programme)*

Credits 3.0

Study time 90 h

Course offerings and teaching methods in academic year 2024-2025

A (semester 2)

English

Incheon

practical

lecture

seminar

group work

Lecturers in academic year 2024-2025

Santi, Mara

LW07

lecturer-in-charge

Offered in the following programmes in 2024-2025

[Bachelor of Science in Environmental Technology](#)

[Bachelor of Science in Food Technology](#)

[Bachelor of Science in Molecular Biotechnology](#)

crdts

offering

3

A

3

A

3

A

Teaching languages

English

Keywords

intercultural communication; intercultural interaction; cultural intelligence

Position of the course

The overall objective of this course is to develop students' intercultural social competence, i.e. the knowledge needed to identify and understand cultural differences, and the capability of subsequently acting in an appropriate manner. The course mainly focuses on intercultural communication skills.

Contents

The course is built around a number of case studies and provides insight in fundamental concepts such as: communication; cultural socialization; cultural intelligence; cultural values; ethnocentrism; individualistic & collectivistic cultures; uncertainty tolerant & uncertainty intolerant cultures; high-context & low-context cultures.

The course provides participants with practice and examples on the following skills and communication techniques: confrontational /vs/ non-confrontational communication; techniques for both negative and positive feedback tailored on four degrees of communication behaviors (from highly direct to highly indirect).

The course also offers a first introduction to concepts that are needed to master effective communication in intercultural professional contexts. In particular: low-power distance (egalitarian) and high-power (hierarchical) distance cultures.

Initial competences

No prior knowledge required.

Final competences

- 1 Have insight in key cultural factors that influence behavior and communication in different cultures.
- 2 Be able to read a cultural context, detect behavioral patterns different from their own, and to transfer their intercultural competencies in the intercultural situation they encounter.
- 3 Master the techniques practiced during classes and be able to communicate

effectively in intercultural interactions.

Conditions for credit contract

Access to this course unit via a credit contract is determined after successful competences assessment

Conditions for exam contract

This course unit cannot be taken via an exam contract

Teaching methods

Group work, Seminar, Lecture, Practical

Study material

Type: Handouts

Name: Course notes

Indicative price: Free or paid by faculty

Optional: no

Language : English

Available on Ufora : Yes

Additional information: Set of course notes (Power Point slides; Handouts; Tools).

References

Course content-related study coaching

Team coaching and individualized feedback.

Assessment moments

continuous assessment

Examination methods in case of periodic assessment during the first examination period

Examination methods in case of periodic assessment during the second examination period

Examination methods in case of permanent assessment

Oral assessment, Written assessment with multiple-choice questions, Participation

Possibilities of retake in case of permanent assessment

examination during the second examination period is possible in modified form

Extra information on the examination methods

Participation: compulsory class attendance (at least 80%) and active participation during classes. Exceptional motivated absences can be caught up within the teaching period (individual appointments with the teacher).

Written assessment with MC questions: mid-course written assessment with closed and open questions on the general concepts, the theoretical aspects, and the case studies covered during the Lectures.

Oral assesment: ongoing and final oral examination with simulations and discussion.

Possibilities of retake in case of permanent assessment

Examination during the second examination period is possible in modified form.

In the second examination period, students retake the part of the evaluation for which they did not pass or were absent (motivated absence) (transfer of passed partial marks).

Participation and Written assessment with MC questions: they will be replaced by a short written assignment (case study analysis).

Oral assignment: it will be replaced by an analogous oral assignment to be held online.

Calculation of the examination mark

Participation: 2/20

Written assessment: 6/20

Oral assesment: 12/20

