Шаблон за версією 02

Затверджено наказом ректора СумДУ

# від 28.08.2019 р. №0586-І

# MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE

# SUMY STATE UNIVERSITY

# Academic and Research Institute of Business, Economics and Management

# Oleg Balatskyi Department of Management

## COURSE DESCRIPTOR

**Intercultural Competences Development & Intercultural Communications**

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(Course name)

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| **Higher education level** | The First Level Of Higher Education, National Qualifications Framework Of Ukraine – The 6th Level, QF-LLL – The 6th Level, FQ-EHEA – The First Cycle |
| **Major** | All |
| **Study programme** | Elective course of general training |

Approved by

Quality Council of the Institute (Faculty)

Protocol dated \_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ № \_\_\_\_\_\_\_

Chairman of the Quality Council of the Institute (Faculty)

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(signature) name, surname)

Sumy 201\_\_

DATA ON REVIEWS AND APPROVAL

OF THE COURSE DESCRIPTOR

Author:  **Mayboroda Tetyana, Ph.D., senior teacher**

(full name) (title and degree, position)

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| Review of the course descriptor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name, surname of the reviewer and/or № protocol of the meeting of expert council of employers | | |
| Considered and approved at the meeting of the work group of Study programme  «\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_»  (name of the study programme) | protocol \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.№\_\_\_ | | |
| Head of the work group (Head of the Study programme) | **\_\_\_\_\_**  (signature) | **\_\_\_\_\_\_\_\_\_\_\_**  (name, surname) |
| Considered and approved at the meeting of the Department \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (name of the Department) | protocol \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.№\_\_\_ | | |
| Head  of the Department | **\_\_\_\_\_**  ( signature) | **\_\_\_\_\_\_\_\_\_\_\_**  ( name, surname ) |

Data on the review of the course descriptor:

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| --- | --- | --- | --- | --- | --- |
| Year | № Annex with the description of amendments made | Amendments considered and approved | | | |
| Approved by the work group of study programme, protocol № | Head of the study programme, signature | Approved by the Department, date and protocol № | Head of the Department |
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**І Syllabus**

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| **1. General information on the course** | | | |
| Full course name | | | Intercultural Competences Development & Intercultural Communications |
| Full official name of a higher education institution | | | Academic and Research Institute of Business, Economics and Management |
| Full name of a structural unit | | | Oleg Balatskyi Department of Management |
| Author | | | Tetyana Mayboroda |
| Cycle/higher education level | | | Academic and Research Institute of Business, Economics and Management |
| Semester | | | 16 weeks across one semester |
| Credit value | | | The course for full-time form is 5 credits. ECTS, 150 hours, of which contact work with the educator is 32 hours. (16 hours of lectures, 16 hours of practical work), 118 hours is for self-education. For the part-time form, the contact work with the educator is 8 hours (4 hours of lectures, 4 hours of practical work), 142 hours is for self-education. |
| Language(s) | | | English |
| **2. Place in the study programme** | | | |
| Relation to curriculum | | | Elective course available for all students |
| Prerequisites | | | There are no specific рre-requisites |
| Additional requirements | | | There are no specific requirements |
| Restrictions | | | There are no specific restrictions |
| **3. Aims of the course** | | | |
| Develop knowledge and skills that allow you to work in an international context, understand other cultures, and build respect for diversity, understand the consequences of your actions, understand the interdependence of cultures and be able to critically evaluate media campaigns and communication systems based on cultural components. | | | |
| **4. Contents** | | | |
| Topic 1 Identity and culture.  Disclosure of the concepts of culture and identity. Changing attitudes, developing empathy (as a component of emotional intelligence) and interest in peaceful coexistence and fostering a strong awareness of social responsibility. Problem solving and networking. Understanding one's beliefs, behaviors, and attitudes, both one's own and those of others. Self-awareness. Understanding ways of forming and expressing identities and cultures, their changes and the connections between them. Ways of expressing identity. Knowledge of other cultures. Types of connections between cultures. Respect for other views  Topic 2 Intercultural dialogue.  The concept of "dialogue", "cultural baggage". Principles of dialogue. The purpose of the dialogue. Methods of dialogue as a means of forming empathy, trust and understanding between representatives of one and different cultures. Dialogue as a means of learning. Understanding of dialogue, how and in what situations it is applied. Skills and methods of conducting and maintaining dialogue, exchange of experience in the field of social development. Features of dialogue in fragile and conflict-affected communities.  Topic 3 Intercultural transitions and adaptation  Globalization and acculturation. Assimilation of cultures. The difference between interculturalism and interculturalism. Principles for the development of the European Council's network of intercultural cities. The concept of "culture shock". Differences in cultures (perceptions of time, commitment, privacy) and similarities. Verbal and nonverbal communication in different cultures. The importance of body language in different cultures. Understanding confident behavior in different cultures.  Topic 4 Conflicts and methods of overcoming them in different cultures.  Understanding the conflict, the main elements of the conflict. The role of the mediator in resolving conflicts. Cultural and intercultural conflicts: causes and possible solutions. Examples of the impact of cultural conflicts on the success of global corporations. Ethics and etiquette of behavior in different cultures. Etiquette in emails.  Topic 5 Development of the global media industry in prosumtion  Local and global media. Change agents and influencers. The system of production and mediation in communications (media platforms, journalists, bloggers, consumers). The difference between mass media and social media. The role of the media in shaping identity and civic position. Dialogue about values (society, media, individual level). Cases of failed and successful campaigns (taking into account or ignoring the cultural component). | | | |
| **5. Intended learning outcomes of the course** | | | |
| After successful study of the course, the student will be able to: | | | |
| LO1. | Understanding of EU values and in particular in the sphere of interculturality. | | |
| LO2. | The ability to evaluate the challenges of intercultural dialogue. | | |
| LO3. | Understanding of the main principles of development of the European Council Network of Intercultural Cities | | |
| **7. Teaching and learning activities** | | | |
| **7.1 Types of training** | | | |
| **Topic 1 Identity and culture.**  Lecture1 "Identity and culture"  Disclosure of the concepts of culture and identity. Changing attitudes, developing empathy (as a component of emotional intelligence) and interest in peaceful coexistence and fostering a strong awareness of social responsibility. Problem solving and networking.  Seminar1 "I-identity"  Testing. Forming expectations about the course. Forming a dialogue about attitudes, identities, understanding of culture.  Lecture2 "Attitudes and attitudes"  Understanding one's beliefs, behaviors, and attitudes, both one's own and those of others. Self-awareness. Understanding ways of forming and expressing identities and cultures, their changes and the connections between them. Ways of expressing identity. Knowledge of other cultures. Types of connections between cultures. Respect for other views.  Seminar2 "Frames and reframing." Participants get acquainted with the theory of frames: think about what determines our position on a particular issue; find out how to look at the problem from different angles and why it is useful for developing trust and mutual understanding, as well as for planning social action.  **Topic 2 Intercultural dialogue.**  Lecture3 The concept of "dialogue", "cultural baggage".  Principles of dialogue. The purpose of the dialogue. Methods of dialogue as a means of forming empathy, trust and understanding between representatives of one and different cultures. Dialogue as a means of learning.  Seminar3 "Listening on three levels."  Getting acquainted with different listening techniques and practicing the ability to apply them in practice. Participants talk about an event that did not end the way they would like. They are listened to in different ways, and as a result, the same story appears in different interpretations.  Lecture4 Intercultural dialogue Understanding of dialogue, how and in what situations it is applied. Skills and methods of conducting and maintaining dialogue, exchange of experience in the field of social development. Peculiarities of dialogue in unstable and conflict-affected communities.  Seminar4 "What would happen if…" or "In someone else's shoes" Forming cases and building a presentation on different situations (to become a participant in events, to play the role of an opponent of a participant in events). Reflection.  **Topic 3 Intercultural transitions and adaptation**  Lecture5 Cultural transformations of the XX and XXI centuries Social changes in societies, countries, cultures in the XX and XXI centuries. Waves of change. Assimilation of cultures. The difference between interculturalism and interculturalism. Principles for the development of the European Council's network of intercultural cities. The concept of "culture shock".  Seminar5 "Marco Polo". Present yourself as the discoverer of the country (extracted by chance). Describe rituals, behavior that would (would) be a culture shock for the newcomer. Suggest possible ways to mitigate adaptation.  Lecture6 Globalization and acculturation.  Globalization and acculturation. Differences in cultures (perceptions of time, commitment, privacy) and similarities. Verbal and nonverbal communication in different cultures. The importance of body language in different cultures. Understanding confident behavior in different cultures.  Seminar6 "Winter Theater" Participants are divided into groups and present non-verbal solutions to a particular social problem (set is provided). It can be a theatrical production of up to 1 minute, a static figure, a poster.  **Topic 4 Conflicts and methods of overcoming them in different cultures.**  Lecture7 "Conflicts and methods of overcoming them in different cultures" Understanding the conflict, the main elements of the conflict. The role of the mediator in resolving conflicts. Cultural and intercultural conflicts: causes and possible solutions. Examples of the impact of cultural conflicts on the success of global corporations. Ethics and etiquette of behavior in different cultures. Etiquette in emails.  Seminar7 "Conflict Mapping" Simulation of conflicts with the cultural component. Work in pairs-trinity. Understanding the conflict, the main elements of the conflict. The role of the mediator in resolving conflicts. Cultural and intercultural conflicts: causes and possible solutions. Examples of the impact of cultural conflicts on the success of global corporations. Ethics and etiquette of behavior in different cultures. Etiquette in emails.  T**opic 5 Development of the global media industry in the prosumtion**  Lecture8 "Global Media Industry System" Local and global media. Change agents and influencers. The system of production and mediation in communications (media platforms, journalists, bloggers, consumers). The difference between mass media and social media. The role of the media in shaping identity and civic position.  Seminar8 Dialogue on values (society, media, individual level). Cases of failed and successful campaigns (taking into account or ignoring the cultural component). Presentation of students to their personal code (or element of the program of social action). | | | |
| **7.2 Learning activities** | | | |
| LA1 Preparation for trainings/seminars  LA2 Case study  LA3 Preparation and performing of a multimedia presentation of the personal code / element of the program of social actions  LA4 Preparation for formative assessments | | | |
| **8. Teaching methods** | | | |
| TM1 Trainings in active mode (in case of online training - online trainings)  TM2 Role play  TM3 Think-pair-share  TM4 Lectures-discussions  TM5 Design method | | | |
| **9. Methods and criteria for assessment** | | | |
| **9.1. Assessment criteria** | | | |
| Definition / National scale / Rating scale  Outstanding performance without errors / 5 (Excellent) / 90 ≤ RD ≤ 100  Above the average standard but with minor errors / 4 (Good) / 82 ≤ RD < 89  Generally sound work with some errors / 4 (Good) / 74 ≤ RD < 81  Fair but with significant shortcomings / 3 (Satisfactory) / 64 ≤ RD < 73  Performance meets the minimum criteria / 3 (Satisfactory) / 60 ≤ RD < 63  Fail – some more work required before the credit can be awarded / 2 (Fail) / 35 ≤ RD < 59  Fail – considerable further work is required / 2 (Fail) / 0 ≤ RD < 34 | | | |
| **9.2 Formative assessment** | | | |
| FA1 Surveys and tests (orally and digitally)  FA2 Independent performance of cases by students in practical classes and their discussion. | | | |
| **9.3 Summative assessment** | | | |
| SA1 Preparation of a speech on an issue / problem / conflict with a cultural component that needs to be resolved - 30%  SA2 Performing practical / situational exercises - 50%  SA3 Compilation of complex written modular control - 20% | | | |
| **10. Learning resources** | | | |
| **10.1 Material and technical**  **support** | | MTS1 Multimedia, video and sound reproduction, projection equipment (video cameras, projectors, screens, smart boards, etc.)  MTS2 Informational and communication systems (IT)  MTS3 Graphic means (drawings, sketches, maps, diagrams, posters, etc.)  MTS4 Library funds | |
| **10.2 Information and methodical support** | | Thomas, A., Kinast, E. U., & Schroll-Machl, S. (2010). *Handbook of intercultural communication and cooperation: Basics and areas of application*. Vandenhoeck & Ruprecht. https://library.oapen.org/bitstream/handle/20.500.12657/29700/1000245.pdf?sequence=1  Lähdesmäki, T., Koistinen, A. K., & Ylönen, S. C. (2020). Definitions and Contexts of Intercultural Dialogue in European Policy Documents. In *Intercultural Dialogue in the European Education Policies* (pp. 39-59). Palgrave Macmillan, Cham.  Holliday, A., Hyde, M., & Kullman, J. (2021). *Intercultural communication: An advanced resource book for students*. Routledge. http://tailieudientu.lrc.tnu.edu.vn/Upload/Collection/brief/Brief\_60953\_20180725084922\_20180521091216-InterculturalcommunicationanadvancedvesourcebookforstudentsThirdEdition.pdf | |

## ІІ COURSE DESCRIPTOR

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| № | Topic | Total hours/credits | Lectures, hours | Workshops (seminars) , hours | Labs, hours | Independent work of students, hours | Self-study of the material |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ form of study**  **(indicate - full-time or part-time study (distance)** | | | | | | | |
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| Total, hours | |  |  |  |  |  |  |
| **(indicate - full-time or part-time study (distance)** | | | | | | | |
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| Total, hours | |  |  |  |  |  |  |

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| **Annex 1**  **Alignment of learning outcomes with teaching and learning activities and assessment** | | | | | | |
| Competences /  learning outcomes | Learning  outcomes of the course | Types of training | Course activities | Teaching methods | Material and  technical support | Methods and criteria for assessment |
|  | LO1. |  |  |  |  |  |
|  | LO2. |  |  |  |  |  |
|  | LO3. |  |  |  |  |  |
|  | LO4. |  |  |  |  |  |
|  | LO5. |  |  |  |  |  |