

Faculty/Institute:	Faculty of Social and Economic Studies (FSE)
Course title:	Intercultural Training
Course code:	KCJ/W0059
ECTS:	4
Level of course:	Bachelor and master
Language of instruction:	English
Lectures/exercises:	0/2 per week
Completion:	exam
Course goal:	The aim of the course is to strengthen the ability to adequately respond to potential problems arising from intercultural communication. At the same time, the course aims to enable students to master the rules of effective communication with people from culturally diverse backgrounds, to contribute to deepening the intercultural competence of participants through a foreign language, and thus to expand their ability to work in a multicultural environment. The course ends with a credit. The course is situated in the 1st - 10th semester.
Abstract:	<ol style="list-style-type: none"> 1. Culture Different approaches, definitions, cultural dimensions (Hofstede, Trompenaars, E. T. Hall) 2. Intercultural differences Differences in cultures, their analysis, specificity for communication behaviour, comparison of norms and customs 3. Communication Importance, functioning, types of communication 4. Verbal and nonverbal communication Styles, registers, paralanguage, proxemics, haptics, olfactics, physical appearance and dress, chronemics 5. Development of languages Languages in the world, their development, English as the Lingua franca, knowledge of foreign languages, CEFR (Common European Framework of Reference for Languages) 6. Issues of intercultural communication Greeting, salutation, addressing people, introducing yourself and others, use of names and titles, possible and inappropriate topics for small talks 7. Barriers to intercultural communication Attitude, perception, cultural differences, stereotypes, interpretation

	<p>8. Intercultural competences, cross-cultural communication styles Practical applications in intercultural business communication, direct, indirect, personal style, contextual style, instrumental messages</p> <p>9. International personal correspondence Applying for a job, covering letter, writing a CV, congratulation, condolence, thank you letters, notice</p> <p>10. Intercultural management Evaluation of different approaches, human resources management</p> <p>11. Intercultural training Forms, content, target, skill-building, specificity</p> <p>12. International business correspondence Types of business letters, inquiry, offer, order, costing, invoicing, complaint, apologies, claims, remittance</p> <p>13. Cross-cultural management Organizational culture versus international context, entrepreneurial leadership</p> <p>14. Revision, test</p>
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