



School of Business and Leadership

COMM200 CRN 20051

Intercultural Communication for Business

Term: Winter 2023

Number of Credits: 3

Course Outline

INSTRUCTOR: Colleen Grandy and Dr. Ninad Dhawle

OFFICE HOURS: Mondays 2:50 – 4:30 pm (Ninad)
Thursdays 1-2 (Colleen)

OFFICE LOCATION: A2402

CLASSROOM: A2103

E-MAIL: ninad.dhawle@yukonu.ca
cgrandy@yukonu.ca

TIME: Monday from 1:00 pm to 2:50pm

TELEPHONE: (867) 336-3457 (Ninad)
(867) 668-8834 (Colleen)

DATES: January 8 – April 8, 2024

COURSE DESCRIPTION

To work towards reconciliation in Canada, The Truth and Reconciliation Commission has made calls to action for “skills-based training in intercultural competency.” As new communication technologies improve connectivity and the world becomes increasingly globalized, intercultural competency is critical for business communicators, both locally and globally. In this course, students will practice listening, speaking, and writing to communicate with understanding, empathy, and awareness in intercultural community and business contexts. Through reflection on individual worldviews and recognition of cultural difference, students will explore skills-based solutions for developing intercultural competency. Also, students will apply course concepts by collaborating through service learning to build relationships and gain intercultural communication experience.

COURSE REQUIREMENTS

COMM100 or permission of the School of Business & Leadership

EQUIVALENCY OR TRANSFERABILITY

This course is new/newly developed/recently re-developed, and its transferability is still being evaluated. Receiving institutions always determine course transferability. Further information and assistance with transfers may be available from the School of Business and Leadership.

LEARNING OUTCOMES

Upon successful completion of the course, students will be able to...

- Reflect on and express an awareness of their own and other worldviews and cultural identities, including Yukon First Nations
- Respect cultural difference and build relationships through service learning
- Demonstrate emerging intercultural competency when communicating with persons who have different worldviews, value systems, and communicative styles
- Create and analyze written and oral communication mindful of audience and purpose
- Give and receive constructive written and oral feedback
- Identify and access skills of individuals within a group when collaborating on written and oral projects

COURSE FORMAT

Weekly breakdown of instructional hours and delivery format

This course is Blended Synchronous. There is a regular, scheduled, 2-hour weekly in-person class **and** one hour of weekly, online self-paced reflections. Students are expected to complete the reflection and reading activities through Moodle (Yukon U's online learning management system).

Email and frequent internet access are an important part of this course. The instructor will communicate through email and Yukon U's Learning Management System (Moodle). Using onlinetools and resources is a required part of this course.

EVALUATION

In class work/ Online Reflections and activities	40%
Explainer Video Assignment (Group)	
Midterm self-evaluation	
In class work / Online Reflections and activities	60%
Intercultural Communication Exploration Assignment (Individual)	
Final self-evaluation	
Total	100%

ASSIGNMENTS

Details about the assignments can be found on our course page.

COURSE WITHDRAWAL INFORMATION

Refer to the YukonU website for important dates.

The last day to withdraw, add or change courses for the winter academic term and receive a full refund is January 12, 2024.

The last day to withdraw or change to audit from winter academic courses without academic penalty is March 5, 2024.

TEXTBOOKS & LEARNING MATERIALS

Suen, E., & Suen, B. A. (2019). *Intercultural communication: A Canadian perspective*. Toronto: Canadian Scholars.

There will be three copies of this textbook placed on a 3-hour reserve in the YukonU library. You are welcome to borrow the book, as needed, from the library, or purchase the textbook from the bookstore or rent the ebook online.

Additional resources and readings will be provided in class.

ACADEMIC INTEGRITY

Students are expected to contribute toward a positive and supportive environment and are required to conduct themselves in a responsible manner. Academic misconduct includes all forms of academic dishonesty such as cheating, plagiarism, fabrication, fraud, deceit, using the work of others without their permission, aiding other students in committing academic offences, misrepresenting academic assignments prepared by others as one's own, or any other forms of academic dishonesty including falsification of any information on any Yukon University document.

Please refer to Academic Regulations & Procedures for further details about academic standing and student rights and responsibilities.

ACADEMIC ACCOMMODATION

Yukon University is committed to providing a positive, supportive, and barrier-free academic environment for all its students. Students experiencing barriers to full participation due to a visible or hidden disability (including hearing, vision, mobility, learning disability, mental health, chronic or temporary medical condition), should contact Accessibility Services for resources or to arrange academic accommodations: access@yukonu.ca.

TOPIC OUTLINE

Week	Topic
1	You as an intercultural communicator
2	What is culture? What is intercultural communication?
3	Fundamentals of Intercultural Communication
4&5	Theories & Functionalist Paradigm Explainer Video Assignment Presentations
6	Midterm Review Values
7&8	The formation of attitudes, biases, stereotypes, prejudices, and discrimination, presumptions & assumptions,
9	Biases, Privileges & Power
10	Canadian Perspectives & Legislation on Intercultural Communication
11	Identity
12	A multidisciplinary strategy for Intercultural Communication
13	Intercultural Competency Exploration Assignment Presentations
14	Vision workshop- Wrap-up