

Seminar on “Communicating Across Cultures”

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| 1. Course number/title | EFL-311, Seminar in Cross-cultural Issues |
| 2. Course Credit | 1/3 credit |
| 3. Course hours | 24 hours |
| 4. Trimester / Academic Year | 2/2016 |
| 5. Lecturer | Assistant Professor Dr. Patnarin Supakorn |
| 6. Course status | Required |
| 7. Course description | |

Through different communicative settings, including *meetings, presentations, negotiation, email writing, decision-making process* and *teamwork arrangement*, the seminar on “Communicating Across Cultures” focuses on the classroom-based exploration of cross-cultural communication issues: challenges, communication clarity, interpersonal sensitivity, conflict management, communication styles and diversity. Throughout the course, students will be familiarized with the following communicative strategies for effective cross-cultural communication: questioning, making small talks, personal introduction, feedback tactics and brainstorming techniques.

8. Objectives

In participating in the seminar, students should develop

1. a more tolerant thinking style,
2. social skills to cultivate rapport with individuals across cultures,
3. analytical skills for observing different communication styles,
4. a range of speaking and listening strategies to get messages across,
5. message adjustment for effective international communication,
6. positive and professional email communication,
7. cross cultural conflict management,
8. management of international teamwork diversity.

9. Textbook

Dignen, Bob. (2011). Communicating Across Culture. Cambridge: Cambridge University Press.

10. Assessment – Seminar “Communicating Across Cultures” [25 points]

The total participation score for this seminar is 25 points, which are divided into the following 2 assessments:

1. **Oral opinion expressions** 5 points
During one class session, students will participate in the following opinion expression activities.

Week	Month	Date	Unit	Topic	Assessment methods	Scores
1			1A	Listening in (2) on Page 6 and discussion (Item #2/5) Listening in (4) on Page 6 and discussion (Item #5 on Page 7)	Activity completion Activity completion	
			1B	Activity 5 on Page 9	Evaluation sheet required	5

2. **Assigned conduction of cross cultural activities** 20 points
After the first class, students will be working in 9 groups to conduct 100 - minute cross cultural activities on assigned topics. Each group will lead activities during each of 9 sessions of the seminar. See the instruction details in Thai below.

- 1 นักศึกษาแบ่งเป็น 10 กลุ่ม
- 2 นักศึกษาแต่ละกลุ่มเลือกหัวข้อ 1 หัวข้อด้านล่างนี้จากหนังสือ “Communicating Across Cultures” (Dignen, 2011) เพื่อนำกิจกรรมในชั้นเรียนภายในเวลา 100 นาที

Week	Month	Date	Unit	Focus
3			2	Managing first meetings
4			3	Communicating effectively
5			4	Managing international meetings
6			5	Becoming a better listener
7			6	Presenting across cultures
8			7	Writing emails
9			8	Negotiating across culture
10			9	Managing conflict
11			10	Working in an international team
12			11	Managing diversity and creativity

- 3 นักศึกษาแต่ละกลุ่มศึกษาเนื้อหาในบทที่ได้รับมอบหมาย และนำกิจกรรมกลุ่มในวันที่กำหนดเป็นเวลา 100 นาที
- 4 นักศึกษารอกรหัสและชื่อ-นามสกุลภาษาไทยของสมาชิกในกลุ่มลงใน Evaluation sheet on Page 5 ส่งให้อาจารย์ก่อนการเริ่มกิจกรรม

11. Final examination

At the end of the course, all of the students will be tested on the knowledge of the learned cross-cultural expressions (Dignen, 2011). The test will be in the form of the multiple-choice test.

12. Class schedule

Week	Month	Date	Unit	Group	Focus
1	Oct.	28* Sat.	Course introduction		
			1A	All	Developing intercultural skills
			1B	All	Developing intercultural skills
			12	All	Profiling your intercultural competence
2	Oct.	30	2		Introducing social skills to develop rapport with individuals across cultures
3	Nov.	6	3		Analyzing different communication styles
4		13	4		Developing a range of speaking and listening strategies to get messages across
5		20	5		
6		27	8		
7	Dec.	4	6		Tailoring messages for effective international communication
8		16* Sat.	7		Communicating through email positively and professionally
9		18	9		Dealing with conflicts across cultures
10		25	10		Managing diversity in international teamwork
11	Jan	2	11		

13. Assessment Sheets

The following pages contain 2 assessment sheets for the class participation evaluation, as indicated in (10) above.

Evaluation Sheet [5 points]

In-class Assignment – Unit 1B – Item #5 Case studies of intercultural misunderstanding [Page 9]

Group # _____ Date _____ Location _____

ลำดับ	รหัส	ชื่อ-นามสกุล ภาษาไทย
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Criteria	Evaluation			Comments
	Unacceptable	Improvement required	Nothing to be improved	
	0	1	2	
Dedication to group work brainstorming				
Presentation distribution				
Content quality – Adequacy and comprehensibility				
Content quality - Accuracy				
Time management [5 minutes]				
Total				

Evaluator signature _____

Date _____

Assigned conduction of cross-cultural activities [20 points]

ตรวจสอบความถูกต้องของรหัส และชื่อ-นามสกุลนักศึกษาทุกท่านก่อนส่งงาน

Date _____

Section 1 2 3/Group _____

Unit _____

ลำดับ	เลขที่	รหัส	ชื่อ-นามสกุล
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____
5	_____	_____	_____
6	_____	_____	_____
7	_____	_____	_____
8	_____	_____	_____
9	_____	_____	_____

ด้านล่างนี้เป็นส่วนที่อาจารย์ประเมินผลงานนักศึกษา ไม่ต้องเขียนข้อความใด ๆ

	Criteria	poor	fair	good	excellent	Sub total
		1	2	3	4	
1	Teamwork and time management					
		poor	fair	good	excellent	
		0-1	2	3	4	
2	Unit objective achievement					
3	Useful and creative learning activities					
4	Effectiveness of visuals/materials					
5	Language and comprehensibility					
Total raw score (20 points)						