

## UNIT 1: Getting ready

### Session 1 (90 Min)

Title	Content	Time
Introduction & course organisation		10
A game of cards	Experiencing ambiguity	30
Thinking about your culture(s)	<i>[self-study]</i> : 3 interviews on culture & identity	20
Meet Mr. Kim	relationship culture — personality	10
<i>Introducing yourself in English*</i>	Practical exercise	20

\* Exercises relevant for assessment & ICE test preparation are marked green.

### Session 2 (90 Min)

Title	Content	Time
Mr. Sandhu – a job interview	VIDEO: A critical incident	15
What's normal for me? <i>[self-study]</i>	Greetings / gestures	15
<i>Conversation styles*</i>	Some basic differences	10
The culture iceberg	Visible & invisible aspects of cultures	10
<i>Test yourself!*</i>	Country-specifics quiz	15
<i>Practising small talk*</i>	Practical exercise	15
<i>Writing e-mails*</i>	Openings & closings	10

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### Additional Material

Title	Content	Time
How do you see yourself?	Your personal & cultural profile	15
Everyone needs stereotypes	How to deal with stereotypes	10
How to insult an Arab customer	Critical incident concerning politeness	15
What affects IC communication?	Diverse communication strategies	15
Universals?	Is everything cultural?	15

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## UNIT 2: Communicating effectively

### Session 1 (90 Min)

Title	Content	Time
What are mistakes?	Politeness before linguistic accuracy	10
Politeness: what is it?	Input	20
What is polite for you?	<i>[self-study]</i> Politeness conventions international	10
What I think & what I say	A board game	10
What went wrong?	Critical incident: proxemics	10
Speaking English well?	<i>[self-study]</i> <b>Video:</b> Interview Gabriel Warren	15
<i>British-American politeness conventions*</i>	Practical exercise	15

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### Session 2 (90 Min)

Title	Content	Time
Why the BMW-Rover merger failed	<i>[self-study]</i> <b>Video:</b> BMW-Rover	20
Language for dealing with difficult situations	Metacommunication strategies	10
What do you say?	Practising metacommunication	15
Make these sentences more diplomatic* & Giving advice*	<i>[self-study]</i> Practical exercise	10
International English: What is it?	Input	10
Feedback on a presentation	An email writing exercise	15
<i>Understanding International English*</i>	<b>Audio:</b> Russian, Nigerian, Chinese varieties	10

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### Additional Material

Title	Content	Time
What employers expect	<i>[self-study]</i> <b>Video:</b> Interview Karin R.	15
An unexpected reaction	Critical incident: proxemics	15
What time should I arrive?	Misunderstanding time concepts	15
Punctuality international	Examples of diverse time concepts	15
Country-specifics quiz	Board game	25
Eye to eye with your professor	Critical incident: An unclear situation	15

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## UNIT 3: Showing respect

### Session 1 (90 Min)

Title	Content	Time
<i>Good and bad ways of saying things*</i>	A card game	10
What foreign visitors should know ...	Preparing to host foreigners	20
What is normal for you? Punctuality	Nothing is 'normal' everywhere	15
Time to think	Responding thoughtfully	15
<i>Asking indirectly*</i>	Practical exercise	20
Adaptation or identity?	Limits to cultural adaptation	10

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### Session 2 (90 Min)

Title	Content	Time
Are you a tolerant person?	Personal limits	10
The LA Riots 1992	<i>[self-study] Listening Comprehension / Dialogue at a cash-desk</i>	15
Intercultural theory	Can we describe a culture?	20
Dealing with difficult situations	Practical exercise	15
<i>Polite correspondence (West)*</i>	Practical exercise	10
<i>Polite correspondence (East)*</i>	Practical exercise	20

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### Additional Material

Title	Content	Time
The Values Auction	Becoming clear about one's own values	45
Know thyself	Self-disclosure as trust-building strategy	15
Intercultural theory: E. Hall, G. Hofstede	Sample text E.Hall & dimension overview G.Hofstede	45
Universalism vs particularism	An ethical dilemma (Trompenaars/H-Turner)	15
Game of country-specific knowledge	A board game	30
Apologies world-wide	Practical exercise	15

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## UNIT 4: Living and working internationally

### Session 1 (90 Min)

Title	Content	Time
Setting up a computer demonstration	Critical incident: task vs. relationship orientation	15
Ways of building trust	Task or relationship orientation	10
Right or wrong? An ethical dilemma	<i>[self-study]</i>	15
Checklist business trips	Never be unprepared!	5
Find out for yourself*	Getting ready for a business trip & presenting your findings	45

### Session 2 (90 Min)

Title	Content	Time
Saying 'No', saying 'Yes'	Culture-based conventions of (dis)agreeing	20
<i>In/directness in International English*</i>	Listening comprehension	20
Jan and Michael apply for a position*	Communication styles & job interviews	15
Your own communication style	Raising self-awareness	10
<i>Non-judgemental language*</i>	Practical exercise	10
<i>A non-confrontational debate*</i>	Practical exercise	15

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### Additional Material

Title	Content	Time
Showing grief	Critical incident: diverse concepts of intimacy	15
Telephoning tips & exercise	Tips & practical exercises	20
Checklist eating and drinking	Never be unprepared!	15
Values collide	Cheating in class	15
A (de)motivational speech	Critical incident: Face-concepts East vs West	30
An invitation and a critical incident	Conventions of private & public space	45
World Values Survey*	Input & internet research	20

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## UNIT 5: Gender, Hierarchy, Conflict

### Session 1 (90 Min)

Title	Content	
What would you do?	<i>[self-study Unit 4: Interview Paramsothy G.]</i>	10
Sensei? No females allowed	Critical incident: gender roles	15
Should I really accept this?	Limits of acceptance of other ways of behaviour	20
Gender issues	Introduction and sources of information	10
Gender roles internationally	<i>[self-study: Interviews Julie P. &amp; Justine A.]</i>	15
The double bind	Gender & communication styles	10
Using the right language	Importance of register	10

### Session 2 (90 Min)

Title	Content	Time
Hierarchy, Leadership, Conflict	Corporate and national cultures	15
Managing change	Importance of trust and communication	15
A slip of the tongue & Failing in Vietnam	2 Critical incidents: dealing with emotions	20
Criticising internationally	Guidelines for avoiding conflict	10
Good advice not appreciated	Case study USA-German co-operation	10
<i>Giving advice*</i>	Practical exercise	10
<i>Proof-reading for politeness*</i>	Practical exercise	10

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### Additional Material

Title	Content	Time
Equal rights globally?	Internet research [ <i>&amp; self-study</i> ]	15
The myth of Mars and Venus	Gender discourse: Socio-linguistic research	15
Mona Eltahawy loses a debate	Pro & con the burkha	45
India's Dowry Law	Dealing with gender roles and conventions	15
The Atari case	Introduction to corporate culture analysis	10
Conflicts: Risks & opportunities	Conflict escalation & guidelines for managing conflict	20
Your personal conflict style	Finding out about yourself	20
You in the eyes of others	Self-perception vs. perception by others	15
Universal humour?*	Personal & culture-based views of humour	15
Managing change in Thailand	Critical incident: collectivist corporate culture	15
The Intercultural Communication Game	A board game	45

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## UNIT 6: Limits of Learning?

### Session 1 (90 Min)

Title	Content	
Rüdiger M.'s interview	<i>[self-study]</i> : Translating & interpreting in China	10
Lost in translation	<i>[self-study]</i> : Context, language, meaning	15
“The Finns” or “The Americans”?	Understanding High & Low Context	15
Building trust in teams	A management game	20
<i>Negotiating in Tokyo*</i>	Bringing it all together	20
Criteria for intercultural competence	Achievement check	10

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### Session 2 (90 Min)

Title	Content	Time
Nothing is ‘normal’	Taboo topics	15
<i>ICE Oral Test*</i>	Test training	15
<i>ICE Mock Test (Level 1 or 2)*</i>	Test training	60

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### Additional Material

Title	Content	Time
<i>An expat disrooted*</i>	Bringing it all together	
A team-building day	Scenario and role play	40
Responding to a compliment	Conventions of face	10
US-American enthusiasm	Discourse conventions	10
Life, mortality, emotions	Dealing with existential issues	30
Low and High Context	Interview Prof. Kühnen	15

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