



INTL 591 Cultural Competence for Working Professionals

Course Schedule

Note: This schedule may require modification as the course progresses in order to best meet the needs of the participants.

Section 1/Day 1: Communication and Culture

8:30–9:30 a.m.	Introductions Expectations of the course and of each other. Evaluations of the course
9:30–10 a.m.	Pretest
10–10:45 a.m.	Lesson 1: Nature of Communication
10:45–11 a.m.	Break
11–noon	Lesson 2: Culture & Communication
Noon–1 p.m.	Lunch
1–2:30 p.m.	Lesson 3: Intercultural Communication Competence: Definition and Challenges Stages of Cultural Awareness Self-assessment Tools
2:30–2:45 p.m.	Break
2:45–5 p.m.	Group formation and library work Process evaluation

Section 2/Day 2: Explaining Cultural Differences

8:30 a.m.–noon	Lesson 4: Cultural Patterns and Communication: Foundations The Kluckhohn’s Model of Comparing Cultures
10:45–11 a.m.	Break
Noon–1 p.m.	Lunch
1–2:30 p.m.	Lesson 5: Comparing Communication Styles Across Cultures Cultural Variations in Verbal and Nonverbal Communication. The Concept of Face
2:30–2:45 p.m.	Break
2:45–5 p.m.	Group work/ library research Process evaluation

Section 3/Day 3: Building Relationships Across Cultures (4 hours)

8:30 a.m.–noon	Lesson 6: Uncertainty and Anxiety in Intercultural Interactions Exploring Synthetic Culture Profiles based on Hofstede's Taxonomy
10:45–11 a.m.	Break
Noon–1 p.m.	Lunch
1–2:45 p.m.	Lesson 7: Cultural Diversity in the Workplace Comparing Workplace Norms across Cultures
2:45–3 p.m.	Break
3–5 p.m.	Group work Process evaluation

Section 4/Day 4: Cultures and Conflict in Organizations

8:30–10:45 a.m.	Lesson 8: The Nature and Characteristics of Intercultural Conflict Contributing Factors Affecting Intercultural Conflict
10:45–11 a.m.	Break
11 a.m.–noon	Lesson 8 (continued): Stereotypes and Constructive vs. Destructive Conflict Management
Noon–1 p.m.	Lunch
1–2:30 p.m.	Lesson 9: Developing Supportive Climates: Guidelines and Recommendations
2:30–2:45 p.m.	Break
2:45–5 p.m.	Group work Process evaluation

Section 5/Day 5: The Cultural Identity Change Process and Transcultural Competence

8:30–10:45 a.m.	Lesson 10: Acculturation and Culture Shock
10:45–11 a.m.	Break
11 a.m.–noon	Lesson 11: Transcultural Communication Competence Tools for Improving Cultural Competence
Noon–1 p.m.	Lunch
1–3:30 p.m.	Group presentations
3:30–4:30 p.m.	Post-test Final course evaluation