



School of Business and Leadership
COMM200
Intercultural Communication for Business
Winter 2022
3 Credits

Course Outline

INSTRUCTORS: H. Zimmermann & J. Smith **OFFICE HOURS:** TBD

OFFICE LOCATION: A2431

CLASSROOM: Online

TIME: Thursdays from 10:00 am to noon

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TELEPHONE: (867) 668-8869

DATES: Jan. 6 – Apr. 8, 2022

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. As well, 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 analyse 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. There are regular, scheduled 2-hour weekly classes online via Zoom and students are expected to complete the other part of the class time through activities in Moodle (YukonU's online learning management system).

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

EVALUATION

Assignments	60%
Speakers' Series (Service project)	40%
Total	100%

Assignments

There are four assignments that make up 60% of the final mark in this course.

Speakers' Series (Service project)

There is one project that makes up 40% of the mark in this course. As part of a group, students will engage in developing a speakers' series as part of the course. This project will demonstrate students' abilities to apply key course concepts.

COURSE WITHDRAWAL INFORMATION

Refer to the YukonU website for important dates.

TEXTBOOKS & LEARNING MATERIALS

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

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

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon University Academic Regulations (available on the Yukon University website). It is the student's responsibility to seek these accommodations by contacting the Learning Assistance Centre (LAC): LearningAssistanceCentre@yukonu.ca.

TOPIC OUTLINE

Week	Topic
1 Jan. 6-8	You as an intercultural communicator
2 Jan. 9-15	What is culture? What is intercultural communication?
3	Functionalist Paradigm

Jan. 16-22	
4 Jan. 23-29	Values
5 & 6 Jan. 30- Feb. 12	Identity
7 Feb. 13-19	Canadian Perspectives & Legislation on Intercultural Communication
8 Feb. 20- 26	READING WEEK
9 Feb. 27- March 5	Indigenous Perspectives on Intercultural Communication in Canada
10&11 March 6- 19	The formation of attitudes, biases, stereotypes, prejudices, and discrimination
12&13 March 20- April 2	Inclusive Communication (written, verbal, nonverbal)
14 April 3-7	A multidisciplinary strategy for Intercultural Communication