

10. SRH INTERNATIONAL WEEK 2019: Course description

Title of Course:	Cultural Intelligence (or Awareness) in Online Communication at Work
Language:	English
Course Type:	Seminar
Work Load:	20 hours (including exams on Friday)
Lecturer Position Home University Email	Ms. Poppy Skarli Senior Lecturer Turku University of Applied Sciences - Finland poppy.skarli@turkuamk.fi
Course description/ Contents:	This course examines cultural intelligence and the role it plays in online communication at work from a practical point of view. The course will cover the following areas: introduction to basic concepts of cultural intelligence and how it can be applied to online communication situations (meetings, negotiations, online presence) where cultural intelligence skills can promote collaboration, trust, and effective leadership and teamwork.
Learning outcome:	By the end of the course, the student should be able to: <ul style="list-style-type: none"> • discuss and analyse incidents of cultural intelligence in his own life • practice his/her cultural intelligence skills in teamwork • identify barriers to cultural intelligence • discuss and analyse practical examples of how cultural intelligence applies in online communication at work • explore solutions to situations where misunderstandings occur due to lack of cultural intelligence
Examination:	Exam: 40% Student Group work: 40% Active Participation: 20%
4 questions to be prepared by the students prior to arrival:	<ol style="list-style-type: none"> 1. What is cultural intelligence and why do you need it? 2. Discuss one example where you demonstrated cultural intelligence. 3. How can you develop cultural intelligence? 4. What prevents people from developing their cultural intelligence skills?
Essential reading:	<ol style="list-style-type: none"> 1. SHRM (2015) Cultural Intelligence: The Essential Intelligence for the 21st Century https://culturalq.com/wp-content/uploads/2016/05/SHRM-report.pdf 2. Earley, PC & Mosakowski, E. (2004) Cultural Intelligence. https://hbr.org/2004/10/cultural-intelligence 3. David Livemore (2009) Leading with Cultural Intelligence: the real secret to success (2nd edition) link to video where the authors talk about the book https://www.youtube.com/watch?v=OsmCunCYmj0 4. Ted Talk by Julia Middleton on Cultural Intelligence https://youtu.be/izeiRjUMau4