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COM 400: Intercultural Business Communication

Course and Faculty Information

Course Description:

Communication 400 is an online course. There are no face-to-face meetings. This course introduces students to the basic concepts, principles, and skills for improving communication across cultural differences in business contexts. In order for this course to be of value to you and your classmates, you need to read the assigned readings, listen to the relevant Module lectures, and participate actively on the discussion board.

Credits: 3

Instructor:

Contact Info:

Office Hours: By appointment

Course Learning Outcomes

This class is carefully designed to help you:

1. understand the concepts of culture, communication, and cultural intelligence
2. understand how individuals' (including your own) cultural backgrounds can impact their communication in business contexts
3. be able to identify a range of variations in cultural values, verbal and nonverbal communication practices, conflict strategies and negotiation styles
4. develop strategies for acquiring information about cultures other than your own
5. be able to identify and describe cultural rules for establishing relationships
6. understand the impact on and role of technology in intercultural business contexts
7. describe some of the ethical issues involved in intercultural business communication (IBC)
8. understand the impact of corporate structures on IBC
9. understand some of the religious, legal and political considerations in IBC
10. develop strategies for communicating more effectively in intercultural business contexts, both face to face and virtually.

Textbooks

1. Varner, I. & Beamer, L. (2011). *Intercultural communication in the global workplace*. 5th edition, Boston: McGraw-Hill.
2. GlobeSmart® is a web tool that provides information on conducting business with people from many different cultures/countries. In addition to information about various cultural patterns, there is also a self-assessment tool to compare your GlobeSmart Profile with country norms, individuals, and teams.

You will be using information from this website to complete a number of the assignments in this course, so you must pay for and register for this service just as you would buy a required textbook. GlobeSmart offers a reduced rate (\$40) for students to access these services for a six-month period.

You can see a brief overview of the website services (either before or after registering for the website) at:

<https://www.aperianglobal.com/modes-of-delivery/globesmart/>

- a. Go to the following URL where you can purchase full access to GlobeSmart (using your credit card):

<https://www.aperianglobal.com/product/globesmart-premium-academia/>

Important Note: Access is provided within one business day from credit card purchase so please plan accordingly.

- b. Make a note of your user name and password so that you can access the website later.
- c. After your registration is complete, you should submit a copy of this email as a Module 2 assignment worth 5 points (See “Confirm your GlobeSmart Registration” posted in Module 2 material).

We will be using material from this website very soon so please don't wait to sign up.

Course Access

Your ASU courses can be accessed by both my.asu.edu and myasucourses.asu.edu; bookmark both in the event that one site is down.

Computer Requirements

This is a fully online course; therefore, it requires a computer with internet access and the following technologies:

- Web browsers ([Chrome](#), [Mozilla Firefox](#), or [Safari](#))
- [Adobe Acrobat Reader](#) (free)
- [Adobe Flash Player](#) (free)
- Webcam, microphone, headset/earbuds, and speaker
- Microsoft Office ([Microsoft 365 is free](#) for all currently-enrolled ASU students)
- Reliable broadband internet connection (DSL or cable) to stream videos.

Note: A smartphone, iPad, Chromebook, etc. will not be sufficient for completing your work in ASU Online courses. While you will be able to access course content with mobile devices, you must use a computer for all assignments, quizzes, and virtual labs.

LockDown Browser Requirement

This course requires the use of LockDown Browser for online exams. Watch this video to get a basic understanding of LockDown Browser:

<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

Download Instructions

Download and install LockDown Browser from this link:

<https://download.respondus.com/lockdown/download.php?id=197112001>

Once Installed

- Start LockDown Browser
- Log into to Canvas
- Navigate to the quiz

Note: You won't be able to access a quiz that requires LockDown Browser with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

Guidelines

When taking an online quiz, follow these guidelines:

- Select a location where you won't be interrupted
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Turn off all mobile devices, phones, etc. and don't have them within reach
- Clear your area of all external materials - books, papers, other computers, or devices
- Remain at your desk or workstation for the duration of the test
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues.
- Respondus has a Knowledge Base available from support.respondus.com. Select the "Knowledge Base" link and then select "Respondus LockDown Browser" as the product.
- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it

Student Success

To be successful:

- check the course daily
- read announcements
- read and respond to course email messages as needed
- complete assignments by the due dates specified
- communicate regularly with your instructor and peers
- create a study and/or assignment schedule to stay on track
- access [ASU Online Student Resources](#)

Grading

Here is my understanding of the meaning of various grade categories:

A+ = PERFECT! (This is very rare)

A = Excellent! In addition to excellent quality and performance, work that earns an “A” exceeds all minimum expectations with very little room for improvement.

B = Very good! A grade of “B” indicates successful completion of all assignment requirements. Please note that all minimum requirements must be very satisfactorily completed to earn a grade of “B” or better. Writing skills and overall performance are above average.

C = Good! A grade of “C” is commonly earned grade on course assignments. It indicates work in good standing as all minimum requirements are met. Writing skills are often average to very good.

D = Passing...but below average. The assignment’s minimum requirements are not met and/or quality of work is less than average.

E = Not passing. Minimum requirements are not met and quality of work is poor.

Incompletes

Grades of “Incomplete” are given only to a student with extreme circumstances that prevent the student from completing course requirements during the semester in which s/he is enrolled. Please know that an “Incomplete” can only be given to a student who is passing the course with a grade of “C” or better at the time the Incomplete is negotiated. See the University’s policy for more information.

Final Letter Grade

To compute your final grade I just translate your final number of points into percentages and then assign a letter grade using the following table. You will be able to look at your final total points and know your final grade (by computing your percentage and using the table below).

Remember that there is a total of 400 points possible in the course.

The following is the percentage and point break-down for each letter grade (I generally do not round up):

Grade	Percentage
A+	99 – 100 %
A	93 – 98.9 %

A-	90 – 92.9 %
B+	87 – 89.9 %
B	83 – 86.9 %
B-	80 – 82.9 %
C+	77 – 79.9 %
C	70 – 76.9 %
D	60 – 69.9 %
E	0 – 59.9 %

Course Requirements

There are a total of 400 points possible in this course. There are two different types of credit for assignments: Credit/No Credit and Graded assignments. Only Discussion Assignments are credit/no credit. This means that, for Discussion assignments, you must meet all guidelines for these assignments or you will receive NO credit (see guidelines posted in Assignments).

Confirm your Globesmart Registration (5 Pts.)

After you register for Globesmart, you will receive a confirmation email from Globesmart/Aperian. For this assignment, you need to cut and paste the confirmation email message and submit. For specific instructions, see “Confirm your Globesmart Registration Here” under Module 2 on the course website.

Syllabus and Reading Quizzes (84 Points)

There will be six reading quizzes (modules 1-6), plus a syllabus quiz--for a total of 7 quizzes. Each twelve-question quiz is worth up to 12 points. You will have 15 minutes and not a second more to complete each quiz. If you take too long, the exam will time out and you will not receive credit for the quiz. Be sure to take your exams and quizzes on a computer and over a network that you can trust to function. You can access the correct answers to quiz the day after the quiz deadline—in your gradebook. Some quiz questions will be included in the exams.

Please note that if you miss a quiz deadline, you will NOT be allowed to take (or receive credit for) that quiz and unfortunately, you will also not be able to access the questions or correct answers to that quiz.

There is also an ungraded “practice” quiz (Under Week 1) that lets you try out the quiz format and assess the compatibility of your computer with the course website material. Please remember that this practice quiz is worth “0” points!

Discussion Posts (45 credit/no credit points)

You will be responsible for one or two discussion posts most weeks. Each discussion post is worth 5 credit/no credit points. Some of these DQs will require that you engage in an activity/experience prior to posting, so it is important that you read all DQs a week or two ahead so that you have time to complete the assigned activity before the due dates. Please note that you must post your own message before you will be able to see other students' posts.

NOTE: Your instructor will post Discussion Question Summaries/Responses. The material in these Summaries/Responses will be included in the exams.

Discussions are an important part of an online course and research shows that the more the instructor contributes, the less students post! So COM 400 instructors do not contribute much to the discussion, but we read each post and will provide comprehensive feedback to your discussion posts.

For more information about discussion guidelines, grading rubrics, and feedback on your posts, see Assignments under Course Home on the course website.

Exams (150)

There are two exams that evaluate your understanding, comprehension, and mastery of the readings, lectures and online discussions. These exams are worth 75 points each. Some of the questions will be taken from the Readings Quizzes; the remainder of the questions will cover other class material--the lectures, discussion boards and instructor summaries/responses to the discussions. Make-up exams will be available only to those who can provide extensive written documentation of a severe illness or death in the immediate family or who have a university excused absence.

Final Paper (100 Points)

In work teams, you will complete a 10-12 page team report in which you design training materials for a group of coworkers who will (hypothetically) be working in a multicultural business context. In this paper you will discuss what you learned about effective intercultural business communication in the course through your readings, the lectures, the online site GlobeSmart, as well as additional research. For further information see Assignments under Course Home on the course website.

You must submit your paper to the course website by the due date/time. I will then submit your papers to a plagiarism-detection software program before grading them. No late papers will be accepted.

Final Paper Group Participation (16 Points)

After you turn in your final paper, you will rate your own and other group members' contributions to the Final Paper assignment. You will not receive your Final Paper grades until every group member has turned in his/her assessment of other group members. A total of 16 points is possible—based on the average of all group members' assessment.

Class Performance

You are expected to read all of the assigned readings listen to/view all of the power point lectures and videos, complete all assignments on time, and to interact on the discussion board and through email with your instructor(s) and classmates in a civil and respectful manner, and write at the collegiate level.

Please note: If you encounter problems that will interfere with your ability to complete an assignment or the course in a timely or successful manner, please contact me immediately so that I can assist you (raena.quinlivan@asu.edu). It is important that you contact me before the end of the course; if you wait until then there will be nothing we can do to help you be successful and/or to complete the course.

Submitting Assignments

All assignments, unless otherwise announced, MUST be submitted to the designated area of Canvas. Do not submit an assignment via email.

Assignment due dates follow Arizona Standard time. Click the following link to access the [Time Converter](#) to ensure you account for the difference in Time Zones. Note: Arizona does not observe daylight savings time.

Grading Procedure

Grades reflect your performance on assignments and adherence to deadlines. Grades on assignments will be available within 72 hours of the due date in the Gradebook.

Late or Missed Assignments

Notify the instructor **BEFORE** an assignment is due if an urgent situation arises and you are unable to submit the assignment on time.

Follow the appropriate University policies to request an [accommodation for religious practices](#) or to accommodate a missed assignment [due to University-sanctioned activities](#).

Communicating With the Instructor

Community Forum

This course uses a discussion topic called "Community Forum" for general questions and comments about the course. Prior to posting a question or comment, check the syllabus, announcements, and existing posts to ensure it's not redundant. You are encouraged to respond to the questions of your classmates.

Email questions of a personal nature to your instructor. You can expect a response within 72 hours.

Professor Contact

Email is the only contact method. In the "Subject" area, please put "COM 400" and clearly indicate the purpose of your message so your messages don't get confused with those from my other students. Allow a minimum of 48 hours for a response to your email. If there is no response after 48 hours, please resend your message. I will contact you only through ASU email. If you use another email address most of the time, please redirect your ASU-email to that account.

Chat

The Chat tool in Canvas allows students and teachers to interact in real time. Use Chat only for informal course-related conversations unless your instructor informs you otherwise. Chat is not ideal for questions about assignments; instructors are not required to monitor it and conversations may be buried or lost.

Email

ASU email is an [official means of communication](#) among students, faculty, and staff. Students are expected to read and act upon email in a timely fashion. Students bear the responsibility of missed messages and should check their ASU-assigned email regularly.

All instructor correspondence will be sent to your ASU email account.

ASU Online Course Policies

View the [ASU Online Course Policies](#).

Title IX: Title IX is a federal law that provides that no person be excluded on the basis of sex from participation in, be denied benefits of, or be subjected to discrimination under any education program or activity. Both Title IX and university policy make clear that sexual violence and harassment based on sex is prohibited. An individual who believes they have been subjected to sexual violence or harassed on the basis of sex can seek support, including counseling and academic support, from the university. If you or someone you know has been harassed on the basis of sex or sexually assaulted, you can find information and resources at

<http://sexualviolenceprevention.asu.edu/faqs/students> (Links to an external site.).

Accessibility Statements

View the [ASU Online Student Accessibility](#) page to review accessibility statements for common tools and resources used in ASU Online courses.

If any other tools are used in this course, links to the accessibility statements will be listed below this sentence.

Syllabus Disclaimer

The syllabus is a statement of intent and serves as an implicit agreement between the instructor and the student. Every effort will be made to avoid changing the course schedule but the possibility exists that unforeseen events will make syllabus changes necessary. Remember to check your ASU email and the course site often.