Australia & Cross Cultural Management

RATIONALE

Understanding cultural differences and effectively managing these differences are critical to working, communicating and transferring knowledge in multi-cultural and international business environments. The rationale of this course is to provide conceptual and theoretical frameworks for developing an understanding of the ways in which cultures differ. To develop understanding how cultural differences impact on organisations and how they constrain communication and knowledge transfer. The course also considers strategies for managing and valuing the diversity within organisations.

AIMS

This course strongly focuses on analysis of cross-cultural management case studies. It introduces major issues encountered in cross-cultural interactions, reviews the relevant literature and applies the acquired knowledge to specific business situations. The aims of the course are to develop your understanding of the cross-cultural diversity, to acquire high cross-cultural competence, to develop problem-solving skills and ability to successfully manage conflict situation based on cross-cultural misunderstanding. To learn how to work effectively with a diverse range of people in an environment which continues to present new challenges.

LEARNING OUTCOMES

On completion of this unit the student will be able to:

1. Sketch the multicultural “big picture” in which global trade and government forces operate;
2. Summarise the major culture-based challenges faced by international managers (political, legal, economic and technological);
3. Present a range of arguments concerning the need for social responsibility and ethical behaviour in multi-national enterprises;
4. Identify major cultural characteristics, including communication styles, that characterize regions, nations, communities, organizations, groups and individuals;
5. Discuss a range of tactics for international negotiation;
6. Enhance generic skills, such as critical thinking, leadership, teamwork, writing and problem-solving.

TEACHING AND LEARNING STRATEGY

The unit will consist of lectures and tutorials. The unit centres around a combination of lectures, an experiential learning, individual and team presentations, case discussions, presentations from guest professionals, tutorial exercises, group work, personal reflection and research. Some learning also expected from peers as you are expected to offer your own cultural background as a resource for deep discussions. The course supports in-class teamwork within the weekly sessions where students work in small groups to find solutions to cross-cultural management problems inherent in factual case studies.

GRADUATE ATTRIBUTES AND EMPLOYABILITY SKILLS

- Knowledge, experience and understanding of business fundamentals, the service industry sector and the graduate’s chosen field
- Cross-disciplinary understanding of the moral, ethical, environmental and legal issues which underpin the service industries
- Professional skills and attitudes which allow graduates to collaborate with, and respond to colleagues and clients in an ethical, respectful and sympathetic manner.
- Interpersonal skills including the capacity to work in teams and with others, respect for diverse inputs and a willingness to give and receive constructive feedback
- An appetite for career development and lifelong learning, effective self-management, flexibility and responsiveness to change
- Articulate and possessing excellent communication skills
- An international perspective, appreciation of globalization and respect for diversity.