ADGR 770601 Communication in a Global Work Environment, 3 Credits, Fall 2015

Instructor: Elisabeth Hiles email: elisabeth.hiles@bc.edu

Office: St. Mary’s Hall South Office Hours: By appointment Telephone: 617-552-3900
Schedule: Thursdays, 6:30pm - 9:00pm Sept 3- Dec 10 Room: Gasson 207

Boston College Mission Statement

Strengthened by more than a century and a half of dedication to academic excellence, Boston College commits itself to the highest standards of teaching and research in undergraduate, graduate and professional programs and to the pursuit of a just society through its own accomplishments, the work of its faculty and staff, and the achievements of its graduates. It seeks both to advance its place among the nation's finest universities and to bring to the company of its distinguished peers and to contemporary society the richness of the Catholic intellectual ideal of a mutually illuminating relationship between religious faith and free intellectual inquiry.

Boston College draws inspiration for its academic societal mission from its distinctive religious tradition. As a Catholic and Jesuit university, it is rooted in a world view that encounters God in all creation and through all human activity, especially in the search for truth in every discipline, in the desire to learn, and in the call to live justly together. In this spirit, the University regards the contribution of different religious traditions and value systems as essential to the fullness of its intellectual life and to the continuous development of its distinctive intellectual heritage.

Course Description

Successful organizational leaders recognize the enormous impact of globalization, and the need to communicate and interact effectively within complex, multicultural work environments. Students will begin to think about how their world view is constructed; learn to better understand subtle, cultural dynamics and nuances; and understand the significance of emotional intelligence. Students will address things that get in the way of clear communication like biases, judgments and assumptions about others. Students will also examine changes in how communications occur today through the loosening of grammatical standards and the implications of stripping formerly face-to-face or substantive communications with text or emoji-based symbols. Topics include addressing how we shape our world view, the tension between “culture” as something fixed, and leaders as influencers of a collaborative culture. Media influences, nonverbal cues, and the formation of worldviews are examined. The course explores values, stereotyping and cultural biases through readings, assessment tools, case studies and presentations.

Course Objectives

1. Students will learn how their world view is shaped and the prejudices and biases that often serve as the foundation of this world view.

2. Students will gain factual knowledge with regards to the history of globalization, the development of national cultures and the norms of workplace communication across the world.
3. Students will learn a variety of theories that relate to the study emotional intelligence and
global communication. In addition, students will come to understand the general principles of the
study of globalization, adding conceptual insights to the study of facts and figures.

4. Students will demonstrate knowledge across a variety of global cultural settings and will learn
the impact of culture, gender, and age in global communication through the study of international
case studies and a final project.

5. Students will demonstrate ethical knowledge through the study of diverse cultural values and
the importance of establishing honest, respectful terms when engaging in global communication.

Grading

In-class Attendance/Participation: 25%
Online Participation: 25%
Paper: 25%
Presentation: 25%

WCAS Grading System

The undergraduate grading system consists of twelve categories: A (4.00), A- (3.67), excellent;
B+ (3.33), B (3.00), B- (2.67), good; C+ (2.33), C (2.00), C- (1.67), satisfactory; D+ (1.33), D
(1.00), D- (.67), passing but unsatisfactory; F (.00), failure; I (.00), incomplete; F (.00), course
dropped without notifying office; W (.00), official withdrawal from course. The graduate grading
system is A (4.00), A- (3.67), Excellent; B+ (3.33), B (3.00), good; B- (2.67), C (2.00), passing
but not for degree credit; F (.00), failure.

Grade Reports. All students are required to log into the web through Agora to access their
semester grades. Students must utilize their BC username and password to log on. If your
username or password is not known the HELP Desk located in the Campus Technology
Resource Center (CTRC) in O’Neill Library will issue a new one. The CTRC requires a valid
picture ID (a BC ID, driver’s license or passport) to obtain your password.

Text(s)/Readings

The Professor will provide case studies and readings.

Important Policies

http://www.bc.edu/content/bc/schools/advstudies/guide/academicinteg.html
Written Work
Graduate and undergraduate students are expected to prepare professional, polished written work. Written materials must be typed in the format required by your instructor. Strive for a thorough, yet concise style. Cite literature appropriately, using APA, MLA, CLA format per instructors decision. Develop your thoughts fully, clearly, logically and specifically. Proofread all materials to ensure the use of proper grammar, punctuation, and spelling. You are encouraged to make use of campus resources for refining writing skills as needed [http://www.bc.edu/libraries/help/tutoring.html].

Scholarship and Academic Integrity
It is expected that students will produce original work and cite references appropriately. Failure to reference properly is plagiarism. Scholastic dishonesty includes, but is not necessarily limited to, plagiarism, fabrication, facilitating academic dishonesty, cheating on examinations or assignments, and submitting the same paper or substantially similar papers to meet the requirements of more than one course without seeking permission of all instructors concerned. Scholastic misconduct may also involve, but is not necessarily limited to, acts that violate the rights of other students, such as depriving another student of course materials or interfering with another student’s work.

Request for Accommodations
If you have a disability and will be requesting accommodations for this course, please register with either Dr. Kathy Duggan (dugganka@bc.edu), Associate Director, Connors Family Learning Center (learning disabilities or AHD) or Dean Paulette Durrett, (paulette.durrett@bc.edu)

Attendance
Class attendance is an important component of learning. Students are expected to attend all on-campus classes and to arrive by the beginning of class and remain for the entire class period. When an occasion occurs that prevents a student from attending class, it is the student’s obligation to inform the instructor of the conflict before the class meets. The student is still expected to meet all assignment deadlines. If a student knows that he or she will be absent on a particular day, the student is responsible for seeing the instructor beforehand to obtain the assignments for that day. If a student misses a class, he or she is responsible for making up the work by obtaining a classmate's notes and handouts and turning in any assignments due. Furthermore, many instructors give points for participation in class. If you miss class, you cannot make up participation points associated with that class. Types of absences that are not typically excused include weddings, showers, vacations, birthday parties, graduations, etc. Additional assignments, penalties and correctives are at the discretion of the instructor. If circumstances necessitate excessive absence from class, the student should consider withdrawing from the class. In all cases, students are expected to accept the decision of the instructor regarding attendance policies specific to the class.

Consistent with our commitment of creating an academic community that is respectful of and welcoming to persons of differing backgrounds, we believe that every reasonable effort should be made to allow members of the university community to observe their religious holidays without jeopardizing the fulfillment of their academic obligations. It is the responsibility of students to review course syllabi as soon as they are distributed and to consult the faculty
member promptly regarding any possible conflicts with observed religious holidays. If asked, the student should provide accurate information about the obligations entailed in the observance of that particular holiday. However, it is the responsibility of the student to complete any and all class requirements for days that are missed due to conflicts due to religious holidays.

There may be circumstances that necessitate a departure from this policy. Feel free to contact the WCAS at 617-552-3900 for consultation.

**Course Schedule:**

9/3/15  On Campus: Introduction  What is culture? What's "our culture"?

9/10/15: Online: Constructing our world view

9/17/15: Online: Examining your world view in action

9/24/15: On Campus: Examining emotional intelligence

10/1/15: Online: Putting emotional intelligence to the test

10/8/15: Online: Understanding cultural hybridity

10/15/15: On campus: Group work

10/22/15: On Campus: What is a National Culture? What is Globalization?

10/29/15: Online: Case study: child labor

11/5/2015: Online: Case studies: Israel and Afghanistan

11/12/2015: On Campus: Cross-cultural competencies

11/19/2015: Online: Cross-cultural emotional intelligence

12/3/2015: On Campus: Presentations

12/10/2015: On Campus: Presentations

12/17/2015: Final Papers Due