llsms2091
2021

Cross Cultural Competences and Management

5.00 credits	30.0 h	Q1

Teacher(s)	Aust-Gronarz Ina ;N'Gom Gaël ;
Language :	English
Place of the course	Louvain-la-Neuve
Prerequisites	None. This course is designed for LSM incoming exchange students and for students who will not go on exchange
Main themes	Working with people from diverse cultural backgrounds has become part of the daily activities in organizations today for employees at all levels. The global pressure for competitiveness and effectiveness has increased the number of strategic alliances, mergers and acquisitions, with the objective of having access to resources, capital and new market opportunities. The Covid-19 pandemic increases situations in which people who have never met each other need to work together in multicultural virtual teams. In this context, it is no longer sufficient, that managers, entrepreneurs or employees are able to communicate effectively and work with people from one culture and that they understand and learn how to adapt to this particular culture. Instead, all employees must be able to interact simultaneously and effectively with people from multiple cultural backgrounds – at home, abroad and in virtual communications. This course is based on research and insights from diverse disciplines, including cross-cultural psychology, social psychology, cultural anthropology, organizational behaviour, international human resource management, business ethics and corporate social responsibility.
Learning outcomes	**At the end of this learning unit, the student is able to :** This course contributes to the development of key competences expected from all graduates at the Louvain School of Management. This course will contribute in particular to developing the following competences: (P) Priority is given to cross-cultural competences and knowledge in this course - that will enable you to **work effectively with people from multiple and diverse cultural backgrounds,** - that will develop your **communication and interpersonal skills**, - your **ability to work in and lead a diverse team** and - advance your **personal development** with regard to cross-cultural competences (cultural intelligence). (S) Secondary competences also developed in the course are **a scientific and systematic approach** for complex cross-cultural management situations. General course objectives: Getting to know **your own culture and how it impacts your behavior** and **interacting and communicating with people from different cultural backgrounds** are the two key objectives of this course. Specific learning goals: At the end of this course you will be able to 1. Develop a deep understanding about the **impact of culture on behavior** and an **appreciation for cultures that are different** from your own. 2. Reflect on your and other people's cultural behavior based on dominant **culture theory perspectives** and cross-cultural communication research. 3. Apply these theories and frameworks to **understand and diagnose critical cross-cultural interaction situations ('critical incidents')** and to make effective cultural attributions. 4. Adopt a critical point of view on the literature, on the one hand, and on managerial attributions and decisions in diverse cultural contexts, on the other. 5. Improve the ability and competence to work in, interact with and lead people across different cultures. .

Evaluation methods	*Students' learning will be assessed continuously (continuous evaluation/évaluation continue) and the following deliverables are expected in English language:*
	1. Team evaluation (50%):
	1. *Oral presentation of a cultural analysis (ppt/poster presentation following our guidelines),*
	2. *Written team paper of a cultural analysis (following our guidelines)*
	3. *Written peer review of other team's cultural analyses (following our guidelines)*
	1. Individual evaluation (50%):
	1. *Active course preparation and participation (following our guidelines)*
	2. *Reflective journal, continuously written (following our guidelines)*
	If a student does not pass the course in the first exam session, an individual academic paper has to be written by the student on a topic that has to be discussed with the Professors within two weeks after the announcement of the grades from the first exam session.
Teaching methods	We will apply different teaching methods such as lecture input, case analysis, videos, guided readings, group discussions and guest speakers. We expect you to prepare the required readings and cases (see course schedule) before class in order to be able to contribute in a competent way to the discussions and exercises.
	This course will be in a blended learning format, using both face-to-face sessions (if the pandemic situation permits) AND e-learning whenever relevant or necessary.
Content	The following themes are examples of what will be addressed in this course:
	• Key components of culture (language, time, space, basic values, context) and cross-cultural management
	• Culture theories and perspectives
	• Working effectively in diverse (virtual) teams
	• Intercultural competence and cultural intelligence
	• Culture in M&A's, Joint Ventures etc.
	For a detailed description, please see the schedule on the Moodle website of this course.
Inline resources	On the course website and in the university library a number of regularly updated resources will be available, such as ppt slides, readings, cases, links to blogs, videos and other online teaching material.
Bibliography	A list of required and voluntary readings will be provided (see course outline on the Moodle website from this course) and it is expected that students will do the course preparations and readings as requested.
Faculty or entity in charge	CLSM

Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Learning outcomes
Master [120] in Management	GEST2M	5		🔍
Master [120] : Business Engineering	INGE2M	5		🔍