

Credit Hours: 3

Contact Hours: This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

Faculty Information: Faculty contact information and office hours can be found on the faculty profile page.

COURSE DESCRIPTION AND OUTCOMES

Course Description:

An analysis of the social, political, technological and economic factors that influence practices and decisions in an international/global organization. Included is the analysis of the scope of expansion and appropriate operations in the international marketplace.

Course Overview:

This course provides an examination of the social, political, technological and economic factors that present opportunities and challenges for organizations that seek to operate and expand internationally. It also offers tools and frameworks for strategy and decision-making in the global and competitive marketplace, and insights into the cultural and political factors that impact organization effectiveness.

Course Learning Outcomes:

1. Identify the reasons that organizations expand internationally and identify the necessary resources to do so.
2. Discuss globalization, local responsiveness, and organizational structure options.
3. Acquire the skills necessary to identify need for globalization, to select appropriate tools and frameworks to meet those needs and to select methods needed for coordination and managing international organizations.
4. Explain the issues related to culture, knowledge management, and strategic alliances in organizations.
5. Integrate established theory, frameworks, and course work information to design strategy for globalization.

PARTICIPATION & ATTENDANCE

Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical

problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

COURSE MATERIALS

Required:

Deresky, H. (2016). *International Management: Managing Across Borders and Cultures, Text and Cases* (9th ed.). Pearson. ISBN-13: 9780134379722

NOTE: All non-textbook required readings and materials necessary to complete assignments, discussions, and/or supplemental or required exercises are provided within the course itself. Please read through each course module carefully.

COURSE SCHEDULE

Due Dates

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- **Discussion Boards:** The original post must be completed by Thursday at 11:59 p.m. MT and Peer Responses posted by Sunday 11:59 p.m. MT. Late posts may not be awarded points.
- **Opening Exercises:** Take the opening exercise before reading each week's content to see which areas you will need to focus on. You may take these exercises as many times as you need. The opening exercises will not affect your final grade.
- **Mastery Exercises:** Students may access and retake mastery exercises through the last day of class until they achieve the scores they desire.
- **Critical Thinking:** Assignments are due Sunday at 11:59 p.m. MT.

WEEKLY READING AND ASSIGNMENT DETAILS

Module 1

Readings

- Chapter 1 *International Management: Managing Across Borders and Cultures*
- Natalia Yurievna Konina. (2016). Major Aspects of Transformations of International Companies in a Changing World. *Vestnik MGIMO-Universiteta*, 46(1), 143-153.
- Li, & Deng. (2017). From international new ventures to MNCs: Crossing the chasm effect on internationalization paths. *Journal of Business Research*, 70, 92-100.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Module 2

Readings

- Chapter 2 *International Management: Managing Across Borders and Cultures*
- Raji, R. (2018). Markets weigh up the ANC's next leader: After a year of political scandals, poor economic performance and ratings downgrades, does 2018 hold anything better for South Africa? *African Business*, (448), 34.

- Webster, A., & Piesse, J. (2018). Are Foreign-Owned Firms More Likely to Pay Bribes than Domestic Ones? Evidence from Emerging Markets. *World Development*, 101, 142.
- Horng, Liu, Chou, Tsai, & Chung. (2017). From innovation to sustainability: Sustainability innovations of eco-friendly hotels in Taiwan. *International Journal of Hospitality Management*, 63, 44-52.

Opening Exercise (0 points)

Discussion (25 points)

Critical Thinking (70 points)

Option 1: Disaster:

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

The concept of international social responsibility is the expectation that MNCs should be concerned about the social and economic effects of their decisions regarding activities in other countries.

For this assignment, research media sources and the CSU library to complete the following:

- Find an example of a CSR disaster that happened due to an MNC's mismanagement or mishandling of their activities in a country.
- Articulate what happened.
- Provide recommendations of ways the MNC could have handled the situation and diverted the disaster.

Your assignment should be 4-6 slides in length, not including the required title and reference slides. Include your "voice over" in the notes section of the slides. This voice over—or text of your presentation—will enable your professor to read what you would say if you were actually making the presentation. The slides, therefore, can and should be very visual. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly sources (you may use the recommended readings) to support your answers. The text of your slides' notes sections should at minimum equate to the content of a 2 page paper. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and include your sources in your reference slide.

See examples of slides here.

The library has useful tutorial videos to help you with your research. Learn how to use the databases, how to determine if a source is considered scholarly, how to cite your sources, and more. Use this link to view the tutorial videos the library has to offer. <https://csuglobal.libguides.com/videotutorials>

Option 2: Human Rights:

China has been widely criticized for its human rights issues. Research media sources and the CSU library and find an example of human rights abuse in China (or any other country) that involves an MNC that has mishandled or mismanaged operations on the ground.

- Describe the human rights violations as you understand them.
- Recommend ideas you have for dealing with these issues.
- Determine the role of corporate codes of conduct in dealing with these concerns.

Your assignment should be a paper 2-3 pages long, not including the required title and reference pages. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly

sources (you may use the recommended readings) to support your answers. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and to include your sources in your reference page.

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Mastery Exercise (10 points)

Portfolio Milestone (20 points)

Option 1: Submit Company or Organization Name and Description

This week you will identify a company or organization that operates internationally and has had controversy or widely recognized problems. Submit to your instructor the name of the company or organization and a brief description of the management issues you will cover in your Portfolio Project.

Please see the Portfolio Project description and Rubric in the Module 8 folder for more details. Incorporate instructor feedback on this description as you move forward.

Option 2: Submit Foreign Affairs Issue and Description

This week you will identify a foreign affairs issue in the news. You will thoroughly examine how the issue will affect overseas opportunities for companies looking to expand internationally. Submit to your instructor the issue you have selected and a brief description of the management issues you will cover in your Portfolio Project.

Please see the Portfolio Project description and Rubric in the Module 8 folder for more details. Incorporate instructor feedback on this description as you move forward.

Module 3

Readings

- Chapter 3 *International Management: Managing Across Borders and Cultures*
- Background: The Origins of Understanding Global Cultures. (2016). London: SAGE Publications.
- Kopelman, R., & Prottas, D. (2017). A Multinational Examination of the Validity of the Cube One Framework: Comparison of Results in the U.S., Brazil, and Singapore. *International Management Review*, 13(1), 5-9,101.
- Chiang, F., Lemanski, M., & Birtch, T. (2017). The transfer and diffusion of HRM practices within MNCs: Lessons learned and future research directions. *International Journal of Human Resource Management*, 28(1), 234-258.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (70 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option 1: Country Profile

For this assignment you will choose two countries (other than the United States) and develop a cultural profile for each. Consider the following when developing the profile.

- Compare specific findings regarding religion, kinship, recreation, and other subsystems.

- Discuss the prevailing attitudes toward time, change, material factors, and individualism.

Your assignment should be 4-6 slides in length, not including the required title and reference slides. Include your “voice over” in the notes section of the slides. This voice over—or text of your presentation—will enable your professor to read what you would say if you were actually making the presentation. The slides, therefore, can and should be very visual. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly sources (you may use the recommended readings) to support your answers. The text of your slides’ notes sections should at minimum equate to the content of a 2 page paper. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and to include your sources in your reference slide.

See examples of slides here.

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Option 2: International Management

For this assignment you will choose two countries (other than the United States) and develop a paper by answering the following:

Using the Hofstede Model outlined in your text and on the website: <http://www.geert-hofstede.com/> discuss the four topics below in relation to your chosen countries.

- Identify countries where managers would find a participative approach to management most effective. Determine in which countries such an approach would be less effective.
- Identify countries where you would expect to find a greater emphasis on training and developing the workforce.
- Identify countries where you would expect supervisors to provide specific instructions to their employees.
- Identify countries where teamwork would be an effective management practice. Determine what countries you think would have the greatest difficulty implementing a team approach.

Be specific with your responses and validate with research.

Your assignment should be a paper 2-3 pages long, not including the required title and reference pages. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly sources (you may use the recommended readings) to support your answers. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and to include your sources in your reference page.

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Module 4

Readings

- Chapters 4 & 5 *International Management: Managing Across Borders and Cultures*
- Chiang, F., Lemanski, M., & Birtch, T. (2017). The transfer and diffusion of HRM practices within MNCs: Lessons learned and future research directions. *International Journal of Human Resource Management*, 28(1), 234-258.

- *International Negotiations*. (2016). London: SAGE Publications.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (70 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option 1: Hailing a New Era Case Study

Read the case study, Hailing a New Era: Haier in Japan, from the Deresky textbook Part 2 Comprehensive Cases. Analyze the content and prepare a paper addressing the following prompts.

1. Identify and discuss changes with Haier since its creation in 1984.
2. Determine what is special about Haier's current management -system and why the system was created.
3. Discuss the role CEO Zhang played in Haier's development.
4. Describe CEO Zhang as a leader.

Be specific with your responses and validate with research.

Your assignment should be a paper 3-5 pages long, not including the required title and reference pages. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly sources (you may use the recommended readings) to support your answers. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and to include your sources in your reference page.

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Option 2: Ikea Case Study

Read the case study, Business Model and Competitive Strategy of IKEA in India, from the Deresky textbook Part 3 Comprehensive Cases. Analyze the content and prepare a paper addressing the following prompts.

1. Analyze the reasons for IKEA's delayed entry into the Indian market.
2. Discuss the market entry strategy of IKEA for the Indian market.
3. Identify the advantages and disadvantages of adopting the wholly-owned subsidiary route in entering the market.

Be specific with your responses and validate with research.

Your assignment should be a paper 3-5 pages long, not including the required title and reference pages. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly sources (you may use the recommended readings) to support your answers. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and to include your sources in your reference page.

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Module 5

Readings

- Chapters 6 & 7 *International Management: Managing Across Borders and Cultures*
- Smith, M., & Bititci, U. (2017). Interplay between performance measurement and management, employee engagement and performance. *International Journal of Operations & Production Management*, 37(9), 1207-1228.
- González, E., & Dopico, D. (2017). The Importance of Intangible Assets in the Strategic Management of the Firm: An Empirical Application for Banco Santander. *European Research Studies*, 20(2), 177-196.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (70 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option 1: Hailing a New Era Case Study

Read the case study, Hailing a New Era: Haier in Japan, from the Deresky textbook Part 2 Comprehensive Cases. Analyze the content and prepare a paper addressing the following prompts.

1. Analyze what kind of tensions could arise for Haier when -implementing its management system in Japan.
2. Discuss how Du managed the tensions during his leadership of Haier Japan. Assess Du in terms of how he goes about reconciling cultural differences.
3. Determine whether Haier should adapt to the Japanese culture and change its management system or impose its system in Japan.
4. Assess what types of cultural challenges Haier might face in other cultures. Make recommendations as to what you would suggest that Haier improve in order to better manage the cultural complexity of its global footprint.

Be specific with your responses and validate with research.

Your assignment should be a paper 3-5 pages long, not including the required title and reference pages. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly sources (you may use the recommended readings) to support your answers. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and to include your sources in your reference page.

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Option 2: Ikea Case Study

Read the case study, Business Model and Competitive Strategy of IKEA in India, from the Deresky textbook Part 3 Comprehensive Cases. Analyze the content and prepare a paper addressing the following prompts.

1. Describe the key elements of IKEA's globally successful business model. Identify the sources of IKEA's competitive advantage.
2. Describe the bureaucratic and cultural challenges faced by IKEA in gaining approval to enter India. Describe how the company overcame these.
3. Discuss the challenges that IKEA could face down the line in establishing its stores in the Indian market. Determine what steps IKEA should take to succeed in the Indian furniture market.

Be specific with your responses and validate with research.

Your assignment should be a paper 3-5 pages long, not including the required title and reference pages. Adhere to the *CSU-Global Guide to Writing and APA Requirements*. Include at least three scholarly sources (you may use the recommended readings) to support your answers. The CSU-Global Library is a good place to find these sources. Remember to use in-text citations as appropriate and to include your sources in your reference page.

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Portfolio Milestone (20 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option 1: Portfolio Project Outline

Create an outline for your Portfolio Project that includes identification of the organizational issues you have selected, how the theories and frameworks covered so far in class apply, and why the organization expanded internationally.

Incorporate the following three topics in your outline:

- External environment factors
- Cultural dynamics
- Strategy and structure

Look for valuable instructor feedback on your work. See the Portfolio Project Rubric in the Module 8 folder for more details.

Option 2: Portfolio Project Outline

Create an outline for your Portfolio Project that includes identification of the foreign affairs issue you have selected and how the theories and frameworks covered so far in class can serve as a guide to an international organization navigating that issue as it unfolds.

Incorporate the following three topics in your outline:

- External environment factors
- Cultural dynamics
- Strategy and structure

Look for valuable instructor feedback on your work. See the Portfolio Project Rubric in the Module 8 folder for more details.

Module 6

Readings

- Chapters 8 & 9 *International Management: Managing Across Borders and Cultures*
- Stachova, K., & Stacho, Z. (2017). Level of Focus of Organizations Operating in Slovakia on Flexible Organizational Structure. *International Review of Management and Marketing*, 7(1), N/a.
- Frank Horwitz Discusses *International Human Resource Management*. (2016). London: SAGE Publications.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (90 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option 1: LinkedIn

For this assignment, you should first complete the following tasks:

- Build a 90% complete profile on LinkedIn.
- Make a list of people who could serve as a professional mentor or career coach for you.

Then develop a well-written paper that includes the following:

- Describe the role that networking can play in your professional life.
- Explain what you are doing to keep your “professional brand” consistent across social and professional platforms.
- Discuss the steps you could take to developing a professional connection with a mentor or career coach.

Adhere to the following standards:

- Your paper should be 2-3 pages in length, not including the title or references pages.
- Review the grading rubric, which can be accessed from the Course Information page.
- Be sure to follow the *CSU-Global Guide to Writing and APA Requirements*.
- Each paper should include an introduction, a body with at least two fully developed paragraphs, and a conclusion.
- Include a screenshot of your LinkedIn profile that shows you have built a 90% complete profile.

The library has useful tutorial videos to help you with your research. Learn how to use the databases, how to determine if a source is considered scholarly, how to cite your sources, and more. Use this link to view the tutorial videos the library has to offer. <https://csuglobal.libguides.com/videotutorials>

Option 2: Networking Career Development

Networking Career Development Criteria – Identify at least 2 professional organizations in your chosen field. Research the organizations to identify the following:

- Social/Networking meetings
- Career services
- Training
- Industry Best Practices
- Regulation Updates

Adhere to the following standards:

- Your paper should be 2-3 pages in length, not including the title or references pages.
- Review the grading rubric, which can be accessed from the Course Information page.
- Be sure to follow the *CSU-Global Guide to Writing and APA Requirements*.
- Each paper should include an introduction, a body with at least two fully developed paragraphs, and a conclusion.
- Be sure to see if either of the organizations offers a student discount on membership.
- These opportunities can be valuable when you graduate.

The library has useful tutorial videos to help you with your research. Learn how to use the databases, how to determine if a source is considered scholarly, how to cite your sources, and more. Use this link to view the tutorial videos the library has to offer. <https://csuglobal.libguides.com/videotutorials>

Module 7

Readings

- Chapter 10 *International Management: Managing Across Borders and Cultures*
- Stachova, K., & Stacho, Z. (2017). Level of Focus of Organizations Operating in Slovakia on Flexible Organizational Structure. *International Review of Management and Marketing*, 7(1), N/a.
- Schmid, & Wurster. (2017). International work experience: Is it really accelerating the way to the management board of MNCs? *International Business Review*, 26(5), 991-1008.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Module 8

Readings

- Chapter 11 *International Management: Managing Across Borders and Cultures*
- *Cross-Cultural Management*. (2016). London: SAGE Publications.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Portfolio Project (310 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option 1: International Issue Examination

Select an organization that operates internationally but which has had controversy or widely-recognized problems. For example, Wal-Mart has expanded into South Korea only to find that Wal-Mart products were not wanted; Shell Oil continues to battle allegations of benefiting from corrupt political bodies in foreign locations; and the United Nations has been criticized for its ineffectiveness in war-torn countries.

Your Portfolio Project will be a position paper of 10-12 pages, not including the reference and title pages that includes an examination of the following:

- The management issue
- The following components and how they impact the organization: external environment factors, cultural dynamics, strategy and structure
- A description of the theories that apply to the international management of the organization and the handling of the specific issues
- A substantiated opinion regarding the organization's management of the issues. In other words, has the organizational management been effective in its facilitation of the organization's position in the global landscape? Why or why not?
- Given the future of international management, include thoughts on how management can prepare to deal with or conclude the issues.

Your project should adhere to the following standards:

- Your Portfolio Project should be 10-12 pages long, not including the required title and reference pages, and formatted according to the *CSU-Global Guide to Writing and APA Requirements*.
- Include a minimum of five scholarly sources (the CSU-Global Library is a good place to find these sources).
- Employ in-text citations and references that adhere to APA formatting.
- Utilize the Business Management & Administration Library Guide. The Library Guide is available via the following link to serve as a great resource in this course for you. International Business Library Guide: <http://csuglobal.libguides.com/intbus>

Week 2 Deliverable:

In Week 2 you will submit the name of an organization and a description. See the Portfolio Project Milestone and grading rubric in the Week 2 folder for more information.

Week 5 Deliverable:

In Week 5 you will submit an outline to your instructor for review. Be sure to touch base with your instructor early in the week if you have any questions or concerns about this assignment. Create an outline for your Portfolio Project that includes identification of the organizational issues you have selected and how the theories and frameworks covered so far in class apply and why the organization expanded internationally. Incorporate the following three topics in your outline:

- External environment factors
- Cultural dynamics
- Strategy and structure.

Option 2: International Product Expansion

Identify a foreign affairs issue in the news today, such as the US and Chinese trade tensions, the Syrian civil war, or the land debate in South Africa. Thoroughly examine how the issue will affect overseas opportunities for companies looking to expand internationally.

Your Portfolio Project will be a position paper of 10-12 pages that includes an examination of the following:

- What legal concerns might a company have expanding into that region?
- The following components and how they impact the organization and its expansion: external environment factors, cultural dynamics, strategy and structure
- What effects on the culture of the region might the issue have?
- Particular strategies for expansion more appropriate than others, given the particulars of the foreign affairs issue?
- Particular leadership styles more appropriate than others, given the particulars of the foreign affairs issue?

Your project should adhere to the following standards:

- Your Portfolio Project should be 10-12 pages long, not including the required title and reference pages, and formatted according to the *CSU-Global Guide to Writing and APA Requirements*.
- Include a minimum of five scholarly sources (the CSU-Global Library is a good place to find these sources).
- Employ in-text citations and references that adhere to APA formatting.
- Utilize the Business Management & Administration Library Guide. The Library Guide is available via the following link to serve as a great resource in this course for you. International Business Library Guide: <http://csuglobal.libguides.com/intbus>

Week 2 Deliverable:

In Week 2 you will submit the name of an issue and a description. See the Portfolio Project Milestone and grading rubric in the Week 2 folder for more information.

Week 5 Deliverable:

In Week 5 you will submit an outline to your instructor for review. Be sure to touch base with your instructor early in the week if you have any questions or concerns about this assignment. Create an outline for your Portfolio Project that includes identification of the foreign affairs issue you have selected and how the theories and frameworks covered so far in class can serve as a guide to an international organization navigating that issue as it unfolds. Incorporate the following three topics in your outline:

- Cultural dynamics
- External environment factors
- Strategy and structure

COURSE POLICIES

Grading Scale	
A	95.0 – 100
A-	90.0 – 94.9
B+	86.7 – 89.9
B	83.3 – 86.6
B-	80.0 – 83.2
C+	75.0 – 79.9
C	70.0 – 74.9
D	60.0 – 69.9
F	59.9 or below

Course Grading

20% Discussion Participation
37% Critical Thinking Assignments
0% Opening Exercises
0% Check Your Knowledge
8% Mastery Exercises
35% Final Portfolio Project

IN-CLASSROOM POLICIES

For information on late work and incomplete grade policies, please refer to our **[In-Classroom Student Policies and Guidelines](#)** or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

Academic Integrity

Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /re-purposing your own work (see *CSU-Global Guide to Writing and APA Requirements* for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and Internet resources.

Citing Sources with APA Style

All students are expected to follow the *CSU-Global Guide to Writing and APA Requirements* when citing in APA (based on the APA Style Manual, 6th edition) for all assignments. For details on CSU-Global APA style, please review the APA resources within the CSU-Global Library under the “APA Guide & Resources” link. A link to this document should also be provided within most assignment descriptions in your course.

Disability Services Statement

CSU-Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email ada@CSUGlobal.edu for additional information to coordinate reasonable accommodations for students with documented disabilities.

Netiquette

Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom. If you have concerns about something that has been said, please let your instructor know.