



INB401 International Negotiations and Culture

Syllabus Overview

This syllabus contains all relevant information about the course: its objectives and outcomes, the grading criteria, the texts and other materials of instruction, and weekly topics, outcomes, assignments, and due dates. Consider this your roadmap for the course. Please read through the syllabus carefully and ask questions if you would like anything clarified. Please print a copy of this syllabus for reference.

Course Description

3 Credits

Prerequisite: None

This course acknowledges the critical nature of culture in the negotiations process by describing the theories; process and actions associated with global communication and negotiations. The course incorporates cultural norms, values, and idiosyncrasies that impact the negotiations process. Student's gain a global perspective of negotiations and develop strategies to effectively lead a negotiations team or project.

Course Outcomes

At the completion of this course, students should be able to:

- Describe the process of cross-cultural communication patterns and explain how oral, written and non-verbal communication impacts global business transactions and negotiations.
- Evaluate the degree and effectiveness of personal cross-cultural interactions.
- Review the stages, process, critical factors and implementation of cross-cultural negotiations.
- Compare and contrast business practices and process of distinct cultures in relation to US based ethical standards and laws.
- Illustrate the leadership and negotiations styles and strategies of distinct cultures and explain the necessity of adapting to the cultural norms when negotiating business transactions.
- Evaluate personal styles and characteristics of cross-cultural communications and negotiating.
- Describe international mediation and facilitation and the role of non-government organizations (NGOs)
- Illustrate the key factors of conflict resolution and describe how to implement the factors in solving a problem across cultures.

Communication with Your Instructor

You will receive a welcome email from your instructor prior to the start of class. This email will contain your instructor's contact information. Your instructor will also be communicating with you via several methods in the course, including:

- **Announcements** – This communication tool, located on the navigation menu within your course in Canvas, contains important updates. Be sure to check for new announcements from your instructor each time you access your course.
- **Q&A** – Use this discussion board, located on the Home screen in your course, to communicate with your instructor and classmates regarding general course questions (i.e. missing links, assignment clarification, etc.).
- **Inbox** – Use the Inbox, located in the top right corner of Canvas, to send a message to your instructor or classmates.

Materials and Resources

Required Resources:

- Harvard Law School: Program on Negotiations
 - <http://www.pon.harvard.edu/>

Bookstore Information

The bookstore can be located in the left-hand navigation of any Canvas course.

Library Services

Detailed information about the eLibrary can be found in the Student Resource Center. This is a course that all students have access to during their academic career.

Canvas Help Desk and Technical Questions

If you experience technical issues in your course, please contact the Canvas Help Desk by clicking the Help link (top right corner within Canvas). There are 3 ways to contact them:

- Phone (888-628-2749)
- Live chat
- Report a problem (submit a ticket)

Be sure to notify your instructor of any technical difficulties you are experiencing.

Additional resources are available in the Student Resource Center and the Canvas Guides website:

<http://guides.instructure.com>

Weekly Schedule

Week 1	Intercultural Communication and Negotiations
Outcomes	<ul style="list-style-type: none"> • Identify the three primary dimensions of intercultural communication. • Illustrate the standard barriers to intercultural communication. • Describe the key factors of the global negotiations process. • Distinguish integrative from distributive negotiating styles.
Readings	<ul style="list-style-type: none"> • Examining cultural intelligence and cross-cultural negotiation effectiveness • Conflicts and their prevention in intercultural communication of business negotiations • The Intercultural communication negotiation simulation
Lectures	<ul style="list-style-type: none"> • Week 1 Video Lecture: The Basics of Intercultural Communication and Global Negotiations
Multimedia	<ul style="list-style-type: none"> • Global Business Negotiations • Cross Cultural Negotiations
Discussion	Personal experience with cross-cultural interactions and/or a negotiation.
Assignment	Activity: Global Mindset
Week 2	Culture Shock and Initiating Negotiations
Outcomes	<ul style="list-style-type: none"> • Define culture shock and identify the symptoms. • Illustrate the stages of culture shock. • Describe the primary linguistic variables the impact intercultural communication. • Describe the pre-negotiations and initiating stages of the international negotiations process.
Readings	<ul style="list-style-type: none"> • East meets west using multi-cultural groupwork to develop the cross-cultural capability of tomorrow's international managers • Middle East peace negotiations? • International business: raising cultural awareness in global negotiating
Lectures	<ul style="list-style-type: none"> • Culture Shock and Initiating Negotiations
Multimedia	<ul style="list-style-type: none"> • Living in Japan: Culture Shock!
Discussion	Culture Shock
Assignment	Group Activity: Conflict Simulation - A Journey to Sharahad
Week 3	Cultural Values and Your Style of Negotiations

Outcomes	<ul style="list-style-type: none"> • Describe how distinct cultural values impact the intercultural communication process. • Identify how the differences in home country and nuclear family values impact cross-cultural interactions. • Illustrate the differences between the five styles of negotiations.
Readings	<ul style="list-style-type: none"> • Cultural perspective taking in cross-cultural negotiation • Descriptive norms as carriers of culture in negotiation • Culture and negotiation • Culture in the context of intercultural negotiation
Lectures	<ul style="list-style-type: none"> • Cultural Values and Your Style of Negotiations
	<ul style="list-style-type: none"> • Let's Deal with China: Intercultural Communication • Cultural Difference in Business
Discussion	Key concepts from the readings: values, semantics, attitudes toward women, work attitudes, individualism or collectivism.
Assignment	Cultural Intelligence & Business
Week 4	Communication Patterns
Outcomes	<ul style="list-style-type: none"> • Identify verbal and nonverbal intercultural communication patterns that correspond with a distinct culture. • Display culturally sensitive verbal and nonverbal communication in an informal interview. • Describe the patterns of providing concessions in a negotiations process. • Illustrate international pricing options.
Readings	<ul style="list-style-type: none"> • Successful sino-western business negotiation • Globalization and intercultural communication • Quality of communication experience: definition, measurement, and implications for intercultural negotiations
Lecture	<ul style="list-style-type: none"> • Communication Patterns
Multimedia	<ul style="list-style-type: none"> • Setting the Stage • Cultural differences in business • International business – cross cultural communication
Discussion	Intercultural communication patterns
Assignment	Practical Assignment: Intercultural Interviews – Part 1 of Final Project
Midterm	Refer to your course

Week 5	Business Ethics Across Cultures
Outcomes	<ul style="list-style-type: none"> • Illustrate formal written business communications. • Describe how tone and style impact the intercultural communications process. • Identify essential components of global etiquette. • Evaluate the closing and renegotiations stages of the international negotiations process. • Evaluate ethical practices and respond in culturally appropriate and legal manner
Readings	<ul style="list-style-type: none"> • Ethics in the new millennium • Ethical issues in international business
Lectures	<ul style="list-style-type: none"> • Global Etiquette
Multimedia	<ul style="list-style-type: none"> • Ethical Insights: Working Across Cultures -- Business and Ethics in China • Ethics in International Business
Discussion	Ethical standards and practices
Assignment	Negotiations Reference List for Final Project

Week 6	Business Customs and International Law
Outcomes	<ul style="list-style-type: none"> • Present the primary categories of business and social customs. • Describe how religious practices impact cultural imperatives and business practices. • Illustrate the concept of trust and the behavioral practices that aid in building trust within a specific culture. • Evaluate the use of power in the international negotiations process.
Readings	<ul style="list-style-type: none"> • A framework for assessing global economic governance • The convergence of international trade and investment
Lectures	<ul style="list-style-type: none"> • Business Customs
Multimedia	<ul style="list-style-type: none"> • International Law Explained • Intro Fundamentals of Intl Business Transactions • John Micklethwait: Religion as Business • Chinese Officials Forbidden to Believe in Religion
Discussion	"International Law"
Assignment	Trust & The Business Transaction
Week 7	Intercultural Negotiations

Outcomes	<ul style="list-style-type: none"> • Evaluate effective Internet based communications. • Identify gender based negotiation characteristics. • Engage in the process of negotiating with a person from another culture. • Analyze personal negotiation styles and provide recommendations for improvement.
Readings	<ul style="list-style-type: none"> • Adopting a dual lens approach for examining the dilemma of differences in international business negotiations • Cross-Cultural Negotiations • The Chinese Approach to International Business Negotiation
Lectures	<ul style="list-style-type: none"> • Intercultural Negotiations
Multimedia	<ul style="list-style-type: none"> • International and Global Negotiation, Nonverbal Behaviors
Discussion	Two Options
Assignment	Final Project : Cross-Cultural Interview & Negotiations Topic
Week 8	Trends, Technology and the Future of International Negotiations
Outcomes	<ul style="list-style-type: none"> • Identify culture specific business practices. • Evaluate ethical practices and respond in culturally appropriate and legal manner. • Assess the validity of the course in meeting objectives.
Readings	<ul style="list-style-type: none"> • The Hidden Challenge of Cross-Border Negotiations • Power perceptions and negotiations in a cross-national email writing activity • Impact of information and communication technologies in international negotiation performance
Lecture	<ul style="list-style-type: none"> • The Future of Intercultural Communication
Multimedia	<ul style="list-style-type: none"> • Navigating our global future • A manifesto for play, for Bulgaria and beyond
Discussion	Takeaways and Future Trends
Final Exam	Refer to your course

Grading and Evaluation

Your grades will reflect the way in which you present and support your topics and positions in the various learning activities used in this course. The grades will be based on the quality and quantity of your comments and responses in the various activities.

Be sure to review the discussion and assignment rubrics in the course for specific grading criteria.

The various graded activities are weighted as follows:

Course Element	% of Final Grade
Assignments	
Discussions	
Quizzes	
Interactive Learning Activities	
Total	100%

Students will be expected to meet all the deadlines of the class as indicated throughout the course and in the syllabus. This is primarily so we don't get behind in the course. In addition, discussions cannot overlap from one week to the next. This is to ensure that all discussions and submissions take place within the week they are scheduled in order to be of value to the entire class as well as to help you not get behind. If there are extenuating circumstances, you will need to communicate that to the instructor and make arrangements accordingly, if appropriate.

Late Assignments: Exceptions are to be determined by the instructor on a case-by-case basis. There will be no opportunities for extra credit.

Learner Success Guidelines

These guidelines are provided to help you succeed in your coursework:

- Participate in the class introduction activity on the first day of class.
- Submit ALL assignments by the posted due dates and times.
- Check your emails daily.
- Contact Portal Help for logon problems or Canvas Help for technical issues with Canvas.
- Participate fully in all threaded discussions.
- Contact your instructor if you have questions about an assignment or need additional help completing your work successfully. Academic dishonesty is grounds for dismissal from the program.

Academic Policies

The following Academic Policies can be found in the [Student Resource Center](#).

- Grading Criteria
- Reasonable Accommodations Policy

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- Student Attendance Policy
- Academic Honesty and Integrity Policy
- Student Engagement and the Granting of Academic Credit
- Copyright Policy

Caveat

The above schedule, content, and procedures in this course are subject to change. All policies are superseded by the latest College Catalog available on our website:

<https://www.cambridgecollege.edu/student-rights-complaints-grievances/student-code-conduct>