

This syllabus is unique to the Costa Rica Study Abroad Program, December 2024

Managing Cultural Diversity

MAN4102

INSTRUCTOR

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HELLO AND WELCOME TO MANAGING CULTURAL DIVERSITY!



My name is Dr. Andy Rojas and I will be your professor for this course. My career expands over 20-years working in international business, banking, finance, investments, international nonprofits, commercial finance, and capital markets. I have also consulted for local and international organizations that operate abroad; and from these experiences, I have gained a broad perspective on organizational

problems, managerial challenges, and business opportunities in managing cultural diversity. I am excited you chose to embark on this educational journey and I look forward to having you in the class!

COURSE INFORMATION

Course Description: This course provides students with an understanding of the concepts of leadership, knowledge management and cultural diversity in the international business

environment. Students will gain an understanding of the theory and practical application of the skills necessary to provide cross-cultural leadership, including increasing their cultural knowledge and sensitivities.

Course Objectives:

The student will demonstrate an understanding of leadership principles in the context of global markets by:

- a. Studying the concepts of leadership and basic business models commonly used in global markets.
- b. Discussing how leadership skills must be adapted in culturally diverse business models.
- c. Examining and evaluating the benefits of using the appropriate skills at the right time and the disadvantages of not.

The student will demonstrate an understanding of cultures in the context of global markets by:

- a. Examining different cultural beliefs, interactions and communications in a structured format.
- b. Understanding cultural diversity through cultural metaphors.
- c. Comparing and contrasting leadership methods and techniques that can enhance performance of cultural diverse teams.
- d. Explaining micro-cultural issues and how they must be considered by leadership.

The student will evaluate and apply the principles of leadership in culturally diverse global markets by:

- a. Using examples to enable students to practice leadership techniques and cultural intelligence.
- b. Recognizing the key leadership, cultural and business model variables.
- c. Appraising the appropriate leadership techniques and communication skills.

The student will understand and incorporate critical thinking skills and synergistic evaluation skills in applying general leadership and cultural knowledge in specific circumstances by:

- a. Using situations to enable students to synthesize the basic knowledge into new frameworks.
- b. Evaluating the cultural and business circumstances for a team or project.
- c. Developing an approach for leadership by detecting the key considerations for the cultural and business circumstances.

The student will enhance their understanding by writing reports and participating in discussions to communicate effectively in culturally diverse global business teams.

IMPORTANT DATES

MAN 4102 Assignments – Study Abroad

Course Starts: Monday, November 18 - Zoom meeting

Course Ends: Sunday, December 29

Travel Dates: Saturday, December 7 to Sunday December 15

Assignments Weights & Due Dates

| Assignment Type | Weight | Due Date |
|--|---------------|--|
| Paper 1 | 25% | Thursday, December 26, 2024 |
| In-country Participation To earn participation points, the student must: 1- attend the prior and post trip meeting 2- actively participate in group discussions, 3- Attend start of day team/class huddle, 4- Attend end-of-day team/class debriefing 5- Lead topic discussions throughout the day, be fully engaged in the program | 40% | In-country days December 7 to December 15 |
| Final PowerPoint | 35% | Thursday, December 26, 2024 |

ATTENDANCE

To earn credit for this study abroad course, students must meet all the assignment and participation requirements of the program.

Prerequisites: Admission to: BANK-BAS or TMGT-BAS or INTBUS-BAS or MGTORG-BAS or BUS-BS or HSA-BAS or PPA-BS or EDST-BS

Professional Etiquette in Academia

In academia professors are addressed by their respective titles. In your communications with me you can address me as Dr. Rojas. When you submit a paper that requires a title page with the instructor's name, you can use Dr. Andy Rojas

Tools for your Success

I want to ensure your success in this class by providing a few resources that you can utilize in your educational journey. These tools are for your growth and development, especially as you develop and write various written assignments. Invest time in your own academic progress, I believe you will find them to be of great benefit toward your success. You can use these tools for your courses at SPC.

APA Academic Writing

1-APA Video: Invest 4 minutes now, so that you can save hours later correcting and formatting APA style papers. Watch this video:

https://www.youtube.com/watch?v=_ODakMMqvIs

2-APA Sample Paper. This paper has various key APA

Go to Course Content, then go to tab **ALL YOU NEED**, review Document 77_APA_HOW_TO

3- APA How to do: in-text Citations, quotes, title page, and reference page

https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/in_text_citations_the_basics.html

4- APA Style Blog is an excellent site to get those pesky APA questions answered quickly by a real person. It is a fantastic site to learn more about how to cite in APA.

For more information go to: <http://blog.apastyle.org>

How to quote

5- Dragon Dictation is an easy-to-use voice recognition application powered by Dragon NaturallySpeaking that allows you to easily speak and instantly see your text. For more information go to: <http://www.nuance.com/for-individuals/mobile-applications/dragon-dictation/index.htm>

6- Grammarly as a tool for you to use for checking grammar right from your browser or Microsoft Office. This tool can improve your writing in emails, documents, social media posts, messages, and more. Visit www.grammarly.com

7- Prezi is an online presentation software that allows for group and team collaborations seamlessly. It is easy to use and FREE. For more information. Visit <https://prezi.com/business/>

Let me know if you have any questions, I am here to support your academic success!

Availability of Course Content: All modules (with the exception of the Final Quiz) will open on Sundays

Proctored Testing Information (if applicable):

www.spcollege.edu/ecampus/ecampus/proctored_testing

REQUIRED TEXTBOOK & OTHER RESOURCE INFORMATION

Required Textbook: Managing Cultural Differences

Authors: Neil Remington Abramson and Robert T. Moran, Ph.D.

Publisher Information: Taylor

Edition: 10th

*ISBN Number: 9781138223684 (pbk)

Bookstore: www.spcollege.edu/textbooks

Library: www.spcollege.edu/libraries

LEARNER SUPPORT

Accessibility: www.spcollege.edu/dr

St. Petersburg College is committed to providing quality education and services to all students who study here. Our focus is your success. To help you achieve that, Disability Resources works with students, faculty and staff to provide accommodations that ensure equal access for all students.

The office provides or facilitates:

- Academic adjustments such as early registration and exam accommodations
- Academic modifications such as course substitutions

- Aids and services including adaptive technologies, note takers and interpreters
- College Placement Test accommodations

Under Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, SPC seeks to ensure that admission, academic programs, support services, student activities and campus facilities are accessible to and usable by students who document a qualifying disability with the College. Students with disabilities who desire accommodations need to provide appropriate documentation of a disability and request services from Disability Resources.

Academic Support Services: www.spcollege.edu/support

On-Campus Support: www.spcollege.edu/tutoring/#tab=2

Online Support: www.spcollege.edu/tutoring/#tab=3

Students who visit our Learning Centers more than four times in a term have better than an 80% chance at success.

[Learning Center Locations](#)

[Computer Labs](#)

Student Services and Resources: www.spcollege.edu/services

SPC offers a wide variety of services to help you register for classes, pay your fees, receive your grades, request transcripts or answer any questions you have.

GRADING

SPC grades on an A, B, C scale; they do not offer pluses (+) or minuses (-). The grading scale is:

A: 100-90%

B: 89-80%

C: 79-70%

D: 69-60%

F: Below 60%

Grading Philosophy:

Grades will be assigned based solely on student performance and not on prevailing student norms or students' perceptions of their performance. This course syllabus clearly communicates performance standards and these standards will be fairly and consistently applied throughout the semester. Grading standards have been developed based exclusively on course objectives reflecting the appropriate level of content

mastery, including mastery of the subject matter as well as mastery of those core curriculum components such as effective writing and information literacy deemed appropriate to the course. Although a bell curve may not always be achieved, nor is it necessarily desirable, **it is expected that the grade of A is awarded only to those students whose work is truly exceptional, reflecting both content mastery and the ability to analyze and articulate that material.** Students can expect that the grade of A will be awarded only to those few students whose work is exceptional reflecting both content mastery and the ability to communicate that material. Grades of B and C would be awarded more frequently implying lesser degrees of content mastery. The grade of D represents the lowest passing grade and denotes borderline content mastery. The definition of each grade level is as follows:

A = Outstanding: Performance excels far above established standards for university-level performance

B = Superior: Performance above established standards

C = Good: Performance meets established standards

D = Substandard: Performance is below established standards

F = Failure: Performance does not meet minimum requirements

Late Assignments –

No late assignments are accepted.

STUDENTS' EXPECTATIONS

Please review SPC Expectations for Student Conduct:

<https://www.spcollege.edu/studentconduct/>

Online Student Participation and Conduct Guidelines:

www.spcollege.edu/addendum/#onlineguide

Academic Honesty: www.spcollege.edu/academichonesty

Professionalism:

The behavior of all students in class should reflect a professional, respectful, and compassionate environment. Inappropriate or inconsiderate behavior will result in dismissal from the classroom and/or penalties to the student's course grade. You are to be thoughtful of your comments, actions, and decisions and how it impacts your classmates and your instructor. For a clearer understanding of what is expected from students in this course please access the link below for an overview of professionalism in business. Also carefully review the section in your syllabus regarding netiquette. All online communications shared in this class will be subject to review as part of the score assigned for professionalism/communications

<http://smallbusiness.chron.com/meaning-professionalism-work-ethic-746.html>

Netiquette:

SPC Netiquette Policy: <http://www.spcollege.edu/addendum/#expectations>

Interactions in an online classroom are in written form. Your comfort level with expressing ideas and feelings in writing will add to your success in an online course. The ability to write is necessary, but you also need to understand what is considered appropriate when communicating online. The word "netiquette" is short for "Internet etiquette." Rules of netiquette have grown organically with the growth of the Internet to help users act responsibly when they access or transmit information online. As a student, business person or potential entrepreneur you should be aware of the common rules of netiquette for the Web and employ a communication style that follows these guidelines.

Rules:

- Be considerate. Rude or threatening language, inflammatory assertions (often referred to as "flaming"), personal attacks, and other inappropriate communication will not be tolerated.
- Never post a message that is in all capital letters -- it comes across to the reader as SHOUTING!
- Use boldface and italics sparingly, as they can denote sarcasm.
- Keep messages short and to the point.
- Always practice proper spelling, good grammar, punctuation, and composition in all course communications. It is reflection of your student and work ethic.
- Do not write in "text code" when emailing your professor.
- Keep in mind that threaded discussions are meant to be constructive exchanges.
- Remember that your emails are all saved throughout the duration of the course and archived with SPC at the conclusion of the term.
- Be respectful and treat everyone as you would want to be treated yourself.
- If you receive an upsetting email or post "cool off" before you respond.
- Spell check!

INSTRUCTOR'S EXPECTATIONS

My goal is to respond to student emails within 24 hours through the business week and within 48 hours on the weekends. I will make every attempt to grade student assignments within five business days by giving feedback so that you can successfully continue in the course.

TURNITIN

The instructor of this course may require use of Turnitin.com as a tool to promote learning. The tool flags similarity and mechanical issues in written work that merit review. Use of the service enables students and faculty to identify areas that can be strengthened through improved paraphrasing, integration of sources, or proper citation.

Submitted papers remain as source documents in the Turnitin database solely for the purpose of detecting originality. Students retain full copyright to their works. The Turnitin Usage Agreement can be reviewed at: turnitin.com/agreement.asp. Students who do not wish to submit work through Turnitin must notify their instructor via course email within the first seven days of the course. In lieu of Turnitin use, faculty may require a student to submit copies of sources, preliminary drafts, a research journal, or an annotated bibliography.

STUDENT SURVEY OF INSTRUCTION

The Student Survey of Instruction is administered in courses each semester. It is designed to improve the quality of instruction at St. Petersburg College. All student responses are confidential and anonymous and will be used solely for the purpose of performance improvement.

TECHNOLOGY

Minimum Technology Requirements:

SPC

<https://mycoursessupport.spcollege.edu/technical-requirements-for-mycourses>

Minimum Technical Skills:

It is strongly encouraged that you complete the MyCourses Student Tutorials found within the course.

Accessibility of Technologies:

MyCourses (Brightspace by D2L) Accessibility Statement:

www.brightspace.com/about/accessibility

Privacy:

MyCourses (Brightspace by D2L) Privacy Statement:

www.brightspace.com/legal/privacy

Technical Support:

St. Petersburg College

- www.spcollege.edu/helpdesk
- Call 727-341-HELP (727-341-4357)

- SPC technical support can assist you with technical issues related to MySPC, MyCourses, student email and other technology related problems. Generally, it is best to call for student issues.
- Technical support can be reached by email at onlinehelp@spcollege.edu
- **SPC MyCourses Support & Student Services Hub:**
<https://mycoursesupport.spcollege.edu/mycourses-support>