

# IM 501

## Intercultural Competence

Number of credits: 3

Prerequisite: 0

Semester: Fall, 2014  
 Days: Tue. 8:15-11:00  
 Room: Room number  
 Lab – day: 0  
 Lab–Room: 0

Instructor: Charles A. Cook  
 Email: ccook@ambrose.edu  
 Phone: 403-410-2000 x7901  
 Office: L249  
 Office Hrs.: By appointment

### Course Description:

This course is designed to equip the learner to become more intentional about engaging "the other" and in the process become increasingly intercultural effective. In the ongoing quest to value "others" and their "otherness;" worldview differences are explored and habits for assessing and reengineering long-held values are examined. Approaches for adjusting to and working with individuals with different cultural perspectives are investigated. Since effective interaction with "others" requires the development of new skills, participants will explore basic elements related to effective intercultural communication both from a theoretical and practical perspective. Techniques for managing differences, resolving conflicts and applying problem-solving in various contexts will be analyzed.

### Expected Learning Outcomes:

It is the aim of the course that students acquire the following skills:

- 2.1. Know and Understand. The learner should be able to:
  - ... identify ... *understand* how an individual's worldview shapes their perception and understanding of the world.
  - ... *anticipate* the challenges that one faces as they seek to engage in intercultural interactions.
  - ... *identify* many of the necessary intercultural skills needed in order to increase intercultural understanding when interacting with "others."
  - ... *recognize* essential concepts integral to valuing "others" and their "otherness."
- 2.2. Do and Perform. The learner should be able to . . .

### Important Dates:

First day of classes: September 3, 2014  
 Registration revision period: September 14, 2014  
 Last day to request revised examination: October 27, 2014  
 Last day to withdraw from course: November 12, 2014  
 Last day to apply for time extension for coursework: November 24, 2014  
 Last day of classes: December 9, 2014

**Final Exam: No Exam**  
**Time: 00:00:00**  
**Room: Room number**

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- ... sensitively ... *interact* with individuals from other cultural settings.
  - ... *engage* in intercultural relationships, confident that they have the basic tools for understanding the "other."
  - ... *exhibit* a willingness to enter into relationship as a learner with someone from a different cultural background.
  - ... *develop* a consistent pattern for observing and reflecting theologically about intercultural interactions.
- 2.3. Feel and Appreciate. *The learner should be able to . . .*
- ... value ... *value* the cultural and ethnic diversity of "others".
  - ... *discover* the disconnect associated with leaving the familiar (my culture) and attempt to understand and assimilate to the "other"(different culture).
  - ... (begin to) *develop* a concern for "others" and value their "otherness".
  - ... *appreciate* the cultural differences of the multicultural nature of God's world.
- 2.4. Able to Solve. *The learner should be able to . . .*
- ... *observe, describe, and interpret* the verbal and nonverbal factors that either facilitate or impede effective communication in an encounter between persons of different cultures.
  - ... *recognize* and assist others with the challenge of interacting with "others" and "otherness."
  - ... *understand* the challenges re-entry poses for those returning from an international experience.
  - ... *facilitate* and work through issues associated with their personal spiritual development and its impact on their intercultural ministry.

## Requirements:

Since most intercultural interactions are ultimately a journey in understanding "self," the learner will regularly be called upon to reflect on their own journey of faith and integrate their understanding of their spiritual development to the content of the course.

1. Lustig/Koester Reflection Papers
    - Reading and Reporting on Lustig/Koester *Intercultural Competence*. The learner will be required to submit five (5) two (2) page double spaced reflection papers. (See details in class).
    - Due Dates – as set forth in class.
  2. Intercultural Critical Literature Review
    - The learner will write two (2) six plus page (6+) critical reviews on two books. One book of their choice and the other on David Livermore's *Cultural Intelligence*.
    - Due Dates – as per discussion in class.
  3. Intercultural Experience
    - The learner will visit an airport, supermarket, church or shopping mall where people from different
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cultural backgrounds might be interacting. The time set aside for this assignment is a minimum of three hours. Specific instructions will be given in class.

- Due Dates – as per discussion in class.

4. Intercultural Research Project – Diaspora (New Canadian) Research Project

- Each learner is required to write a twelve to fifteen (12- 15) page research paper on some worldview issue affecting the multicultural cohesion of Canada. Specific details on how to go about the project will be spelled out in class.
- The paper will be due following your presentation. (Dates to be determined).

### Submission of Assignments:

All course work will be submitted in two forms:

1. Electronic Copy: An electronic generated copy should be uploaded on moodle.
2. Paper Copy: A paper copy should be handed in at the beginning of the first class on the day stipulated in the syllabus.

### Attendance:

- Participants are expected to be at all scheduled classes and complete all the assignments in order to pass the course.

### Evaluation:

1. Reflection Papers . . . . .	15%
2. Literature Review (one book + Livermore) . . . . .	20%
3. Intercultural Experience . . . . .	20%
4. <u>Mulicultural Research Project</u> . . . . .	45%
TOTAL	100%

### Grade Summary:

The available letters for course grades are as follows:

<u>Letter Grade</u>	<u>Description</u>	
A+		100 - 96.5
A	Excellent	96.5 - 94.5
A-		94.5 - 89.5
B+		89.5 - 86.5
B	Good	86.5 - 82.5
B-		82.5 - 79.5
C+		79.5 - 76.5
C	Satisfactory	76.5 - 72.5
C-		72.5 - 69.5
D+		69.5 - 66.5
D	Minimal Pass	66.5 - 62.5
D-		62.5 - 59.5
F	Failure	59.5 - Below

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**Textbooks:**

LUSTIG, Myron and Jolene KOESTER.

2013 *Intercultural Competence*. 6<sup>th</sup> Edition. New York: Addison Longman, Inc.

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## Policies:

All students have received an Ambrose e-mail account upon registration. It is the student's responsibility to check this account regularly as the Ambrose email system will be the professor's instrument for notifying students of important matters (Cancelled class sessions, extensions, requested appointments, etc.) between class sessions. If students do not wish to use their Ambrose accounts, it is highly recommended that they forward all messages from the Ambrose account to the other account.

During the **Registration Revision Period** students may to enter a course without permission, change the designation of any class from credit to audit and /or voluntary withdraw from a course without financial or academic penalty. These courses will not appear on the student's transcript. Courses should be added or dropped on the student portal by the deadline date, please consult the List of Important Dates. After that date, the original status remains and the student is responsible for related fees.

Students intending to withdraw from a course after the Registration Revision Period must apply to the Office of the Registrar by submitting a Request to Withdraw from a Course by the **Withdrawal Deadline**, please consult the List of Important Dates. Withdrawal from courses after the Registration Revision period will not be eligible for tuition refund. A grade of "W" will appear on the student's transcript.

Students wishing to withdraw from a course, but who fail to do so by the applicable date, will receive the grade earned in accordance with the course syllabus. A student obliged to withdraw from a course after the Withdrawal Deadline because of health or other reasons may apply to the Registrar for special consideration.

Students, who find a conflict in their exam schedule must submit a **Revised Examination** Request form to the Registrar's Office by the deadline date, please consult the List of Important Dates. Requests will be considered for the following reasons only: 1) the scheduled final examination slot conflicts with another exam; 2) three final exams within three consecutive exam time blocks; 3) the scheduled final exam slot conflicts with an exam at another institution; 4) extenuating circumstances. Travel is not considered a valid excuse for re-scheduling or missing a final exam.

### Electronic Etiquette

Students are expected to treat their instructor, guest speakers, and fellow students with respect. It is disruptive to the learning goals of a course or seminar and disrespectful to fellow students and the instructor to engage in electronically-enabled activities unrelated to the class during a class session. Please turn off all cell phones and other electronic devices during class. Laptops should be used for class-related purposes only. Please do not use iPods, MP3 players, or headphones. Do not text, read, or send personal emails, go on Facebook or other social networks, search the internet, or play computer games during class. The professor has the right to disallow the student to use a laptop in future lectures and/or to ask a student to withdraw from the session if s/he does not comply with this policy. Repeat offenders will be directed to the Dean. If you are expecting communication due to an emergency, please speak with the professor before the class begins.

### Academic Policies

It is the responsibility of all students to become familiar with and adhere to academic policies as stated in the Academic Calendar. Personal information, that is information about an individual that may be used to identify that individual, may be collected as a requirement as part of taking this class. Any information collected will only be used and disclosed for the purpose for which the collection was intended. For further information contact the Privacy Compliance Officer at [privacy@ambrose.edu](mailto:privacy@ambrose.edu).

### Extensions

Although extensions to coursework in the semester are at the discretion of the instructor, students may not turn in coursework for evaluation after the last day of the scheduled final examination period unless they have received permission for a "**Course Extension**" from the Registrar's Office. Requests for course extensions or alternative examination time must be submitted to the Registrar's Office by the deadline date, please consult the List of Important Dates. Course extensions are only granted for serious issues that arise "due to circumstances beyond the student's control".

### Appeal of Grade

An appeal for change of grade on any course work must be made to the course instructor within one week of receiving notification of the grade. An appeal for change of final grade must be submitted to the Office of the Registrar in writing within 30 days of receiving notification of the final grade, providing the basis for appeal. A review fee of \$50.00 must accompany the appeal to review final grades. If the appeal is sustained, the fee will be refunded.

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**Academic Integrity**

We are committed to fostering personal integrity and will not overlook breaches of integrity such as plagiarism and cheating. Academic dishonesty is taken seriously at Ambrose University College as it undermines our academic standards and affects the integrity of each member of our learning community. Any attempt to obtain credit for academic work through fraudulent, deceptive, or dishonest means is academic dishonesty. Plagiarism involves presenting someone else's ideas, words, or work as one's own. Plagiarism is fraud and theft, but plagiarism can also occur by accident when a student fails or forgets to give credit to another person's ideas or words. Plagiarism and cheating can result in a failing grade for an assignment, for the course, or immediate dismissal from the university college. Students are expected to be familiar with the policies in the current Academic Calendar that deal with plagiarism, cheating, and the penalties and procedures for dealing with these matters. All cases of academic dishonesty are reported to the Academic Dean and become part of the student's permanent record.

Students are strongly advised to retain this syllabus for their records.

**Other**

*Any added features in the syllabus are optional. You may or may not wish to include elements such as a bibliography, reading list, schedule of lectures/topics, or reporting form.*