

ETH3221 International Etiquette & Protocol III

Course Syllabus

COURSE REQUIREMENTS

International Etiquette & Protocol III is an advanced course. Students should have completed ETH2773.

COURSE DESCRIPTION

When conducting a business meeting with someone from China do you bow, hug or shake hands? The improper implementation of protocol with people of other countries can create embarrassment, awkwardness, and potentially negative repercussions for a company. Navigating business etiquette in an international landscape requires research and finesse.

This course will help a student to research cultural protocols across international borders. They will learn the basic etiquette expected in business meetings as well as specific actions to avoid. This will allow the student to be successful in international business dealings.

LEARNING OBJECTIVES

International Etiquette & Protocol III will explore the intricacies of doing business across different cultural and societal outlooks. It will examine the commonalities of conduct in international business. It will also outline conduct to avoid. At the conclusion of this course the student will be able to:

- Learn to see situations from the perspective of another culture
- Compare and contrast different approaches to doing business
- Research cultural mores and taboos
- Understand the framework of cultural intelligence
- Learn how to develop and display cultural intelligence
- Adapt to culturally diverse situations in international business
- Develop communication skills that transcend national borders

ATTENDANCE

Attendance is mandatory for all students. Excellent attendance is imperative for mastery and application of the information dispensed. Whether you are sitting at a desk in a classroom or attending via Skype, your attendance is vital to your success. Late arrivals are distracting and disrespectful. Please refrain from being tardy. Grades will be affected by absences and tardiness. Participation in class is a prerequisite. You learn from lectures, discussions and presentations.

CLASSROOM BEHAVIOR

Students are expected to treat all persons with respect. We should all conduct ourselves in a courteous and responsible manner. Be considerate, you can disagree, don't insult.

Please set all your electronic devices to silent during class so as not to be a disturbance to others in the class.

TUTORIAL ASSISTANCE

We maintain an open-door policy for our students. We are absolutely willing to discuss any matter that may arise during the course. If you have any questions, problems, or need help with the course material, we urge you to reach out as soon as the issue arises. If you want to contest a grade, you must do so within 48 hours and put it in writing. Please ask your student advocate for help. If you do not have a student advocate send an email to: tutordept@usilacs.org.

NON-DISCRIMINATORY STATEMENT

All students regardless of age, race, gender, religion, physical disability, class, etc., shall have equal opportunity without harassment in this course. Any problems with or questions about harassment can be discussed confidentially via email at: hr@usilacs.org.

DRESS CODE

For students enrolled who are attending in a classroom or via Skype, please be sure you are dressed modestly and respectfully. Please refer to www.merriam-webster.com/dictionary/business%20casual. NO short shorts or skirts. Avoid low-cut tops. We want to present ourselves in a dignified manner at all times.

NETIQUETTE

- Always read through all the comments of the class before responding. This will avoid duplicating comments or questions asked.
- Avoid language that could be offensive. All profanity is strictly prohibited. Remember that using all caps when replying online signifies shouting. This would be rude and combative.
- Be sensitive to the fact that there will be fellow students from all parts of the world with many differing backgrounds and languages. Remember that slang and idioms will most likely be misconceived and/or misinterpreted. These should be avoided.
- Respect others views or opinions.
- Be thoughtful of the privacy of others. Ask permission before sharing email addresses or other personal information.
- Do not forward inappropriate material such as: virus warnings, chain letters, jokes, etc. The sharing of pornographic material is strictly prohibited.
- Use good spelling and grammar. Avoid using texting shortcuts.
- Strive to compose your comments in a positive, supportive and constructive manner at all times.

Any of these offenses will be dealt with by the school disciplinary committee.

ADA ACCOMMODATIONS

All reasonable accommodations will be provided for students with disabilities. Any student attending USILACS who needs an accommodation due to a chronic challenge (i.e. blindness, deaf or hard of hearing, mobility issues, psychological, or learning disability), register with:

USILACS Registrar's Office
1221 Brickell Ave.
Miami, FL 33131
1-305-330-2202
registrarsoffice@usilacs.org

ACADEMIC DISHONESTY/CHEATING

We encourage collaborating with others, either in person or online, to study and learn. When you complete your assignments or your exams, however, the wording has to be your own.

Plagiarism is the theft of someone else's work and ideas. You are permitted to cite or even quote someone else, however you must properly cite them. There are two accepted ways of doing this. They are known as Modern Language Association (MLA) or American Psychological Association (APA). You can visit www.citationmachine.net for help in correctly citing information.

As a school that strives to maintain high moral standards, we strongly caution our students to be ethical and honest. Endeavor to be honest in conducting yourself in regard to any coursework you accomplish or exams you may take. Cheating is a dishonest practice.

REFERENCE MATERIALS

The vast majority of textbooks are outdated by the time they are published. USILACS education programs are not based upon outdated printed textbooks. USILACS programs are based on the most accurate and reliable knowledge available; specifically, up-to-date vetted internet-based information.

For those who would like some reference or Internet search recommendations, we would recommend the following:

Cultural Competence as a Paradigm for Peace. Anna Katrina Davey. TEDxIHEParis (online).
Various Articles. CulturalConfidence.com (online).
International Business Etiquette, Manners, & Culture. Cyborlink.com (online)
Commisco Global. Country Culture Guides (online).
Passport to Trade 2.0. Businessculture.org (online).
Leading with Cultural Intelligence. The Saylor Institute.

MINIMUM REQUIRED SUPPLIES

All students will need all of the following:

- Computer with camera, microphone, and speakers.
- Skype installed on the computer with an active Skype account.
- Internet
- Printer
- Notebook paper
- Pens/pencils

If the student does not have a computer or internet, there will be some available for use at the school in the computer lab.

GRADING SYSTEM

There will be three tests throughout the course. Each test will count for 33.3% of the final grade.

Grade	Percentage	Grade Point
A+	99	4.0
A	97	3.8
A-	94	3.7
B+	89	3.3
B	85	3.0
B-	81	2.7
C+	77	2.3
C	73	2.0
C-	69	1.7
D	66	1.0
F	59	0.0

All students must earn at least a “D” in order to pass the class.

ASSIGNMENTS

Essay -

Write a 3-page essay examining how cultural diversity impacts global business and explain how to facilitate cooperation

Cultural Intelligence Evaluation -

Create a test to evaluate cultural intelligence using modern theory and take the test to determine your personal cultural intelligence

Venn Diagrams -

Create a series of 10 Venn diagrams detailing the different viewpoints of individuals from two different cultures in a standard business situation, like a business meeting or job interview. Illustrate their areas of commonality and divergence.

WEEKLY ASSIGNMENTS

Week 1	Overview of course and coursework Introduction: A World Without Borders
Week 2	Gaining a Global Perspective
Week 3	Intercultural Empathy
Week 4	Cultural Confidence Training <i>Essay Due</i>
Week 5	<i>Video review and Exam</i>
Week 6	Understanding Cultural Intelligence
Week 7	The A, B, C, Ds of Cultural Intelligence
Week 8	Evaluating Cultural Intelligence <i>Evaluation Due</i>
Week 9	<i>Video review and Exam</i>
Week 10	Researching Differing Cultures
Week 11	Adapting to Cultural Diversity
Week 12	International Communication <i>Venn Diagram Due</i>
Week 13	<i>Video review and Final exam</i>