



INTERCULTURAL SKILLS TRAINING

Syllabus

Basic information

Field of study International Business		Didactic cycle 2025/26	
Speciality -		Subject code EKOIBNS.M4.0440.25	
Organizational unit School of Undergraduate and Graduate Studies		Lecture languages English	
Study level graduate studies		Mandatory Obligatory in module	
Study form full-time		Block Specialisation courses	
Education profile general academic		Department responsible for the subject Department of International Management	
		Subject related to scientific research No	
		Subject shaping practical skills No	
Coordinator	Paulina Żmijowska		
Teacher	Paulina Żmijowska		
Period Semester 3	Form of teaching, number of hours and method of examination • classes: 28, Credit with grade		Number of ECTS points 4

Goals

Code	Goal
C1	The aim of the course is to equip students with competences enabling them to run a business in intercultural environment.

Recommended requirements

Knowledge of organizational management and within the organization

Subject's learning outcomes

Code	Outcomes in terms of	Major learning outcomes for the subject	Examination methods
Knowledge:			
W1	They have knowledge of the norms and principles (legal, organizational, financial, professional, negotiation, moral and ethical) that determine the structures, management strategies and functioning of social institutions embedded in the international context.	IBN.M_W04	Final test (written) - essay
Skills:			
U1	The student has skills necessary to work in an international professional environment.	IBN.M_U02, IBN.M_U04, IBN.M_U07	End-of-course assessment - group project
Social competences:			
K1	Is ready to manage an intercultural team and create strategies in the organization. He is able to solve problems, conflicts and crises, and has good communication skills.	IBN.M_K04	Participation in class discussion

Study content

No.	Course content	Subject's learning outcomes	Activities
1.	Subject content: 1. Competencies of managers in a multicultural environment The concept and development of intercultural competences. Basic skills and characteristics of managers working in intercultural environment. Opportunities, challenges and tasks facing managers working in an intercultural environment environment. Reasons for failures of managers working in an intercultural environment. 2. Intercultural communication competences Structure of the message. Cross-cultural differences. The specificity of the intercultural communication process. Basic communication styles - cultural conditions. Cultural determinants of verbal and non-verbal communication. Communication disruptions on the part of the recipient and the sender of the message. The importance of selected verbal and non-verbal signals in different cultures. 3. Cultural identity. Sources of cultural misunderstandings Cultural ethnocentrism, stereotypes and prejudices, discrimination (division). 4. The impact of intercultural competences on building relationships in international business. Types of intercultural relationships, dimensions of intercultural relationships, dynamics of intercultural relationships	W1, U1, K1	classes

Additional information

Activities	Methods of conducting classes
classes	Lecture using multimedia techniques, Task solving, Working on a project, Methods of creative thinking

Activities	Examination method	Percentage
classes	End-of-course assessment - group project	50%
classes	Final test (written) - essay	40%
classes	Participation in class discussion	10%

Activities	Credit conditions
classes	To pass the subject you must: - prepare and present a group project during classes - prepare an individual essay - be active during classess

Literature

Obligatory

1. Simon, L., Dolan, Kristine M., Kawamura, (2015). Cross cultural competence. A field guide for developing global leaders and managers. Wyd. Emerald Group Publishing Limited.
2. Houman, A. Sadri, Madelyn, Flammia. (2011). Intercultural communication : a new approach to international relations and global challenges. Wyd. Continuum International Publishing Group, New York - London.
3. Wallace, V. Schmidt [et al] (2007). Communicating globally : intercultural communication and international business . Wyd. Sage Publications, Los Angeles.

Optional

1. Molinsky, A.(2013). Global dexterity. Wyd. Harvard Business Review Press.
2. Gibson, R. (2006). Intercultural Business Communication. Wyd. Oxford University Press, Oxford.
3. Matveev, A. (2017). Intercultural Competence in Organizations. A Guide for Leaders, Educators and Team Players.

Calculation of ECTS points

Activity form	Activity hours*
classes	28
Analysis of class notes	16
Solving tasks and case studies	20
Preparation of the end-of-course assessment - group project	25
Preparation of the end-of-course assessment - individual paper	27
Consultations	2
Re-sit assignement	2

Student workload	Hours 120
Number of ECTS points	ECTS 4

* hour means 45 minutes

Major learning outcomes for the subject

Code	Content
IBN.M_K04	Is ready to innovate and act in an entrepreneurial, responsive, and proactive way, including working in teams - can define tasks, define the scope of responsibility of subordinates for their implementation and control the achievement of goals
IBN.M_U02	Can apply the acquired knowledge in international management and related academic disciplines to analyse and evaluate the situation of entities operating on domestic and international markets. Can create advanced business strategies, formulate strategic recommendations and management implications, communicate them in the form of oral and written statements as well as during debates and discussions.
IBN.M_U04	Can analyse and interpret the systems of norms and principles (cultural, legal, professional, organizational, social and ethical) relevant for decision-making in international business. Can explain and use advanced management concepts in the discussions on emerging problems in international management. Can propose and discuss innovative solutions to management problems in international business.
IBN.M_U07	Can use the knowledge of cultural diversity for working in and managing culturally diverse teams, including building relationships, performing various tasks and leading people.
IBN.M_W04	Has an in-depth knowledge and understanding of the complex context (legal, organizational, financial, social and ethical) of variety of economic entities (enterprises, public, social and NGOs) operating in an international and multicultural context determining their structures, strategies and operations.