



COURSE SYLLABUS

Name of Institution: Mahidol University International College

Division: Business Administration Division

GENERAL INFORMATION

1. Course Code and Course Title

Thai	ICMI 332 ความหลากหลาย ความแตกต่างทางวัฒนธรรม การจัดการผู้จัดการต่างชาติ
English	ICMI 332 Diversity, Cross Culture and Expatriate Management

2. Number of Credits: 4 credits

3. Credit Hours/Semester

Lecture or Other In-class Activity Hours	Laboratory/ Field Trip/ Internship Hours	Self-Study Hours
48	0	48

4. Degree: Bachelor of Business Administration

5. Faculty Members: Name: Asst. Prof. Supara Kapasuwan, Ph.D.

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Office: Aditayathorn Building, Room A432

Office Hours: 14.00-16.00 hrs. Mondays & Wednesdays

6. Pre-requisites: ICMB 236 Human Resource Management
ICMB 237 International Business
Management

DESCRIPTION AND OBJECTIVES

1. Course Description

Thai	ทฤษฎีและแนวคิดเกี่ยวกับความหลากหลายและการอยู่ร่วมกัน ความหลากหลายระดับพื้นผิว ความหลากหลายของอายุและเพศ ความหลากหลายระดับลึก บุคลิกภาพและค่านิยม ความหมายและมิติต่าง ๆ ของวัฒนธรรมและความแตกต่างทางวัฒนธรรมทั่วโลก การวิเคราะห์ความเหมือนและความต่างของวัฒนธรรมและระบบค่านิยมต่าง ๆ และผลกระทบต่อวิธีปฏิบัติในการจัดการ วัฒนธรรมองค์กรและความหลากหลาย การสื่อสารและเจรจาต่อรองข้ามวัฒนธรรม การจัดการตัดสินใจและการควบคุมข้ามวัฒนธรรม การจูงใจและการเป็นผู้นำข้ามวัฒนธรรม การมอบหมายงานผู้จัดการซึ่งย้ายไปทำงานต่างประเทศ ประเด็นร่วมสมัยในการจัดการผู้จัดการซึ่งย้ายไปทำงานต่างประเทศ
English	Theories and concepts of diversity and inclusion; surface-level diversity; generation; gender diversity; deep-level diversity; personality and values; meanings and dimensions of culture and cultural differences across the globe; analysis of similarities and differences in cultures and value systems and the impact on management practices; organizational cultures and diversity; cross-cultural communication and negotiation; management decision and control across cultures; motivation and leadership across cultures; an expatriate assignment; contemporary issues in expatriate management

2. Course Objectives

This course is mapped with the Learning Goal 2 (Students are able to rationally and insightfully analyze issues in international business) and Learning Goal 6 (Students are able to use international business knowledge and skills to solve actual business problems.) and the objectives are as follows:

Course Learning Objective (CLO)	Program Learning Objectives (PLO)
CLO1 Explain the theories and concepts, models and frameworks relating to the diversity phenomenon	PLO 6.1 Student can critically analyze the current and future business conditions in the international markets.
CLO2 Identify different types of diversity issues, and distinguish between surface- and deep-level diversity that exist in the workplace	PLO 6.1 Student can critically analyze the current and future business conditions in the international markets.
CLO3 Identify the challenges and impact of diversity on individual, team and organizational outcomes	PLO 6.1 Student can critically analyze the current and future business conditions in the international markets.
CLO4 Discuss the meanings and dimensions of culture and identify cultural differences across the globe	PLO 6.2 Student can apply a framework to support the functions of international business.

CLO5 Analyze similarities and differences in cultures and value systems and identify the impact on management practices, organizational cultures, cross-cultural communication and negotiation, management decision and control, motivation and leadership across cultures	PLO 2.3 Students identify insights from the international business analysis.
CLO6 Discuss the processes, mechanisms and contemporary issues for managing expats in international assignment	PLO 6.2 Student can apply a framework to support the functions of international business.

TEACHING AND EVALUATION PLANS

1. Teaching Plan

Week	Topic	Hours	CLO	Teaching Methods	Assessment	Book Chapter
1 Wed Sep 9 (WebEx) & Fri* Sep 11* (Make-Up) (WebEx)	Theories and concepts of diversity and inclusion (Social identity Theory, Self-Categorization Theory and Similarity-Attraction Theory)	4	CLO1	Interactive Lecture, Online quiz	Questions in midterm exam Online quiz	Hays-Thomas (2017), Ch1,2
2 Mon Sep 14 (WebEx) & Wed Sep 16 (On Campus)	Surface-Level Diversity: Generation diversity, Gender diversity	4	CLO2,3	Interactive Lecture, Case Discussion	Questions in midterm exam Term project	Hays-Thomas (2017), Ch9,12
3 Mon Sep 21 (WebEx) & Wed Sep 23 (On Campus)	Deep-Level Diversity: Personality and values	4	CLO2,3	Interactive Lecture, Case Discussion, Online quiz	Questions in midterm exam Term project Online quiz	Harzing & Pinnington (2015), Ch1,14

Week	Topic	Hours	CLO	Teaching Methods	Assessment	Book Chapter
4* Mon Sep 28 (On Campus) & Wed Sep 30 (WebEx)	Meanings and dimensions of culture and cultural differences across the globe	4	CLO4	Interactive Lecture, Case Discussion, Online quiz	Questions in midterm exam Term project Online quiz	Luthans & Doh (2018), Ch4
5 Mon Oct 5 (WebEx) & Wed Oct 7 (On Campus)	Organizational cultures and diversity	4	CLO4	Interactive Lecture, Case Discussion, Online quiz	Questions in midterm exam Term project Online quiz	Luthans & Doh (2018), Ch6
6 Mon Oct 12 (WebEx) & Wed Oct 14 (On Campus)	Course review & Assessment Mid-term Exam at 18.00-20.30 hrs. on Wed. Oct. 14	4	CLO1-4	Discussion, Q & A		
7 Mon Oct 19 (WebEx) & Wed Oct 21 (On Campus)	Cross-cultural communication and negotiation	4	CLO5	Interactive Lecture, Case Discussion	Questions in final exam Term project	Luthans & Doh (2018), Ch7

Week	Topic	Hours	CLO	Teaching Methods	Assessment	Book Chapter
8 Mon Oct 26 (WebEx) & Wed Oct 28 (On Campus)	Management decision and control across cultures	4	CLO5	Interactive Lecture, Case Discussion	Questions in final exam Term project	Luthans & Doh (2018), Ch11
9 Mon Nov 2 (WebEx) & Wed Nov 4 (On Campus)	Motivation across cultures	4	CLO5	Interactive Lecture, Case Discussion	Questions in final exam Term project	Luthans & Doh (2018), Ch12
10 Mon Nov 9 (WebEx) & Wed Nov 11 (On Campus)	Leadership across cultures	4	CLO5	Interactive Lecture, Case Discussion, Online quiz	Questions in final exam Term project Online quiz	Luthans & Doh (2018), Ch13
11 Mon Nov 16 (WebEx) Wed Nov 4 (On Campus)	An Expatriate Assignment: Preparation, Adaptation, Repatriation, and Retention	4	CLO6	Interactive Lecture Case Discussion	Questions in final exam, Exercise	Byrd & Scott (2014)

Week	Topic	Hours	CLO	Teaching Methods	Assessment	Book Chapter
12 Mon Nov 23 (WebEx) Wed Nov 25 (On Campus)	Contemporary Issues in Expatriate Management	4	CLO6	Case Discussion	Questions in final exam, Exercise	Byrd & Scott (2014)

2. Evaluation Plan

Evaluation Methods	Expected Learning Outcomes (CLO)	Week	Percentage
Midterm Exam	CLO 1-4	6	35%
Final Exam	CLO 5-6	12	30%
Term Project	CLO 2-5	2-12	25%
Online Quiz	CLO 1-5	1,3,4,5,10	5%
Exercise	CLO 6	12	5%
Total			100%

3. Course Assessment

Raw Score	Grade
90 – 100	A
85 – 89	B+
80 – 84	B

75 – 79	C+
70 – 74	C
65 – 69	D+
60 – 64	D
< 60	F

TEACHING MATERIAL AND RESOURCE

Required Reference List

Luthans, F. & Doh, J. P. (2018). International Management: Culture, Strategy, and Behavior. 10th Edition, McGraw-Hill Education.

Recommended Reference List

Byrd, M. Y & Scott, C.L. (2014). Diversity in the Workforce: Current Issues and Emerging Trends. Routledge.

Harzing, A. & Pinnington, A. H. (2015) 2014. International Human Resource Management. SAGE Publications Ltd.

Hays-Thomas, R. (2017). Managing Workplace Diversity and Inclusion: A Psychological Perspective. Routledge.

COURSE POLICY

Academic Dishonesty

Academic dishonesty is prohibited at MUIC. It is a serious offense because it diminishes the quality of scholarship and makes accurate evaluation of student progress impossible. ***Please refer and adhere to the rules and regulations regarding an academic dishonesty stated in the Student Handbook.***

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Quiz and Exam Format

The quiz and the examination format will include multiple choice questions and/or matching questions, and short answer questions and essay format question. Students are expected to constantly review all the course materials. Students are not allowed to use any textbook or notes during the quiz and exams. There will be **NO** makeup quizzes or exam regardless of any reason.

Class Attendance/ Participation

Part of your final grade will be determined by your class attendance. Attendance will be checked. Full class participation requires that you attend all classes on time and that you come well prepared to discuss assigned readings, engage thoughtfully with course content.

Lack of preparation, unprofessional conduct (e.g. sneaking out of class, non-participation, tardiness, distracting behavior, etc.) will lower your participation score. Please note that, student arriving **more than 15 minutes late** to class will be marked as **L – Late. Three Ls will be counted as one A - Absent**.

Midterm Examination: ***Wednesday October 14th, 2020 Time: 18:00 – 20:30***

Final Examination: ***TBA***

IMPORTANT: Mid-term and Final examinations will be ON CAMPUS ONLY.

****Students must check the final examination schedule carefully and ensure that he/she does not register for any other course that has a conflict of final exam schedule with this course. ****

Uniform Policy

A proper dress code is part of the written policy for student conduct, including exchange and visiting students. MUIC is a prestigious institution and it is considered quite an honor to be wearing its uniform. Students are expected to strictly follow the university dress code norms. **No** cut-off jeans, shorts, mini or short skirts, tank tops or low-cut blouses, flip-flops, rubber or plastic sandals, or house slippers are permitted. If the students neglect to wear the proper uniform, he/she will be marked as late or absent and may not be allowed to enter the classroom on that day.

ONLINE INSTRUCTIONAL GUIDELINE

1. Technical requirement
 - a. Basic computer with video and audio equipment
 - b. USB headset with microphone
 - c. Updated operating system i.e. Microsoft Windows, Mac
 - d. Internet connection
 - e. WebEx (you must create a WebEx Profile (use First Name, Initial of Last name and ID Number. **For example: Supara K. 5911751**) and install the plug-in)
 - f. Turnitin (you must create a Turnitin profile, First Name, Initial of Last name and ID Number, same as above)
2. Instructional guideline
 - a. **Joining the classroom – discussion based on LIVE session will be conducted on WebEx every Monday or every first class session of each week (except for Weeks 1 and 4 as specified in the lesson plan.)**
 - b. Conducting the lectures – Lecture throughout the term will be provided either on WebEx or on campus.
 - c. Accessing course material – other course materials such as assignment can be accessed via MUIC e-learning platform
 - d. Submitting class assignments – All assignments for this course will be submitted electronically through e-learning platform unless otherwise instructed. Only exceptional case of video presentation is to be uploaded via Google drive and the students send all the files/links to E-mail: supara.kap@mahidol.ac.th.
3. Communication guideline
 - a. Students should turn off the microphone to listen to the lecturer. Take turns to speak by raising hands. Students can also answer questions via Chat room on WebEx.
4. Office hours
 - a. You can ask questions by writing to me via E-mail: supara.kap@mahidol.ac.th.
 - b. You can send me an e-mail to arrange a meeting online on WebEx.
5. Assessment of online participation and attendance

Students are expected to participate in all online activities as listed on course calendar. Attendance will be checked according to your login to access e-learning course material as well as name calling at the beginning of live session. Once the live session is on, you are required to turn on your camera at all time.
6. Please give me your current e-mail and Line ID so that I can contact you effectively.

Rubrics for Assessment

CLO 1 Explain the theories and concepts, models and frameworks relating to the diversity phenomenon

Below Expectations

Students are unable to analyze the diversity phenomenon in the international markets by using theories, concepts, models and frameworks.

Meet Expectations

Students are capable to critically analyze the diversity phenomenon in the international markets by using theories, concepts, models and frameworks and they can evaluate the results.

Exceed expectations

Students are able to critically analyze the current and future diversity phenomenon in the international markets by using theories, concepts, models and frameworks, and they can evaluate the results and provide business recommendations based on their analysis.

CLO 2 Identify different types of diversity issues, and distinguish between surface- and deep-level diversity that exist in the workplace

Below Expectations

Students are unable to analyze surface- and deep-level diversity issues in the international markets.

Meet Expectations

Students are capable to critically analyze surface- and deep-level diversity issues in the international markets, and they can evaluate the results.

Exceed expectations

Students are able to critically analyze surface- and deep-level diversity issues in the international markets, and they can evaluate the results and provide business recommendations based on their analysis.

CLO 3 Identify the challenges and impact of diversity on individual, team and organizational outcomes

Below Expectations

Students are unable to analyze the challenges and impact of diversity on individual, team and organizational outcomes.

Meet Expectations

Students are capable to critically analyze the challenges and impact of diversity on individual, team and organizational outcomes, and they can evaluate the results.

Exceed expectations

Students are able to critically analyze the challenges and impact of diversity on individual, team and organizational outcomes, and they can evaluate the results and provide business recommendations based on their analysis.

CLO 4 Discuss the meanings and dimensions of culture and identify cultural differences across the globe.

Below Expectations

Students are unable to apply the frameworks of cultural dimensions to solve problems caused by cultural differences.

Meet Expectations

Students are capable to critically apply the frameworks of cultural dimensions to solve problems caused by cultural differences and predict the impact on the functions of international business.

Exceed expectations

Students are capable to critically apply the frameworks of cultural dimensions to solve problems caused by cultural differences, predict the impact on the functions of international business, and making recommendations based on the results of the framework application.

CLO 6 Discuss the processes, mechanisms and contemporary issues for managing expats in international assignment

Below Expectations

Students are unable to apply the frameworks to solve problems in managing expats in international assignment.

Meet Expectations

Students are capable to critically apply the frameworks to solve problems in managing expats in international assignment and predict the impact on the functions of international business.

Exceed expectations

Students are capable to critically apply frameworks to solve problems in managing expats in international assignment, predict the impact on the functions of international business, and making recommendations based on the results of the framework application.