



Course Description

School/Faculty/Department....Rangsit University International College.....

Program.....General Education.....

Academic Year2568.....

1. General Information

IRS/RSU240

3 (3-0-6)

The Art of Working with Foreigners

Co-requisite

-

course(s)

Pre-requisite

-

course(s)

Semester

S/2568

Section

900, 901

Curriculum

☐

Preparatory Courses

☒

General Education Courses

☐

Specialized Core Courses

☐

Free Elective Courses

Responsible faculty
member

Dr. Roongkan Nedtranon

Full-time

Lecturers

Instructors

Dr. Roongkan Nedtranon

☒

Full-time

Lecturers

Dr. Ingorn Nedtranon

Ajarn David Robert De Young

☐

Guest

Lecturers

Place of study

☒

Onsite

☐

Off-site

Date of preparation

2. Course Objectives and Components

1. Learning objectives

- 1) Understand the importance of cultural intelligence in today's globalized workforce.
- 2) Develop strategies for building trust and rapport with individuals from different cultural backgrounds.
- 3) Learn techniques for resolving conflicts and overcoming challenges in cross-cultural.

2. Course description

This course explores the dynamics of cross-cultural communication and collaboration in professional settings, with a focus on providing practical knowledge for working with foreigners. Through theoretical frameworks, case studies, and practical exercises, students will develop the skills needed to navigate cultural differences effectively and work productively with individuals from diverse backgrounds, including an emphasis on understanding specific considerations for Thai individuals working domestically or abroad.

3. Number of weekly hours for advising and academic counseling for individual students.

.....3.....hours/week

- ☒ e-mail:.....
- ☐ Facebook:.....
- ☐ Line:.....
- ☐ Other Specify.....

4. Course Learning Outcomes (CLOs):

- 1) Understand the importance of cultural intelligence in today's globalized workforce by recognizing cultural differences in communication styles, values, and behaviors.
- 2) Develop strategies for building trust and rapport with individuals from different cultural backgrounds.
- 3) Learn techniques for resolving conflicts and overcoming challenges in cross-cultural interaction and enhance intercultural competence to succeed in diverse cultural environments.

3. Student Learning Outcomes

Development of subject learning outcomes following the desired learning standards for each domain is as follows:

1. Knowledge

PLOs	Course Learning Outcomes (CLOs)	Teaching methods	Assessment methods
1	Understand the importance of cultural intelligence in today's globalized workforce by recognizing cultural differences in communication styles, values, and behaviors.	<ul style="list-style-type: none"> • Teach through lectures using case study and theories explanation • Assign tasks in-class assignments. • Group activities • Assign homework 	<ul style="list-style-type: none"> • Evaluate and score based on the assigned task • Evaluation based on midterm exams, final exams, and quizzes.
2	Develop strategies for building trust and rapport with individuals from different cultural backgrounds.	<ul style="list-style-type: none"> • Teach through lectures using case study and theories explanation • Assign tasks in-class assignments. • Group activities • Assign homework 	<ul style="list-style-type: none"> • Assess and grade the assigned tasks. • Evaluate based on project execution, project presentation, and reporting.
3	Learn techniques for resolving conflicts and overcoming challenges in cross-cultural interaction and enhance intercultural competence to succeed in diverse cultural	<ul style="list-style-type: none"> • Teach through lectures using case study and theories explanation • Assign tasks in-class assignments. 	<ul style="list-style-type: none"> • Assess and grade the assigned tasks. • Evaluate based on project

	environments.	<ul style="list-style-type: none"> Group activities Assign homework 	execution, project presentation, and reporting.
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2. Skills

PLOs	Course Learning Outcomes (CLOs)	Teaching methods	Assessment methods
3	Able to think analytically to identify causes and solve problems correctly.	<ul style="list-style-type: none"> Teach through lectures and Q&A sessions, assigning tasks. 	<ul style="list-style-type: none"> Evaluate and grade based on the assigned tasks. Assess performance from mid-term and final exams.

3. Ethics

PLOs	Course Learning Outcomes (CLOs)	Teaching methods	Assessment methods
4	Have orderliness, discipline, punctuality, and responsibility towards oneself and society. Working together with each other.	<ul style="list-style-type: none"> Integrate content on discipline, punctuality, and responsibility towards oneself and society. Working in Teams Teach by incorporating virtues and ethics during project work through 	<ul style="list-style-type: none"> Observe that the submission of work must be on time to train students to be responsible for their tasks, able to collaborate with others,

		discussions with students, emphasizing responsibility towards tasks, discipline, professional ethics, honesty in duties within the group, humility, generosity towards colleagues, and avoiding greed.	and be punctual.
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4. Characteristics

PLOs	Course Learning Outcomes (CLOs)	Teaching methods	Assessment methods
5	Take responsibility for assigned tasks.	<ul style="list-style-type: none"> Assign tasks with specified deadlines. 	<ul style="list-style-type: none"> Observe behavior and submission of work. Evaluate and grade based on the assigned tasks.

4. Course Planning and Assessment

1. Course planning

Class	Topics/Details	Learning Activities/Media	Hours	Instructor Team (Dr.Roongkan(IRS900 and 902/ Dr. Ingorn, RSU 900/ Aj. David RSU 901)*
1	Introduction to Cross-Cultural Communication <ul style="list-style-type: none"> • Definition of culture • Importance of cultural awareness in the workplace • Introduction to cultural dimensions theory (e.g., Hofstede's cultural dimensions) • Specific considerations for Thai individuals working domestically or abroad 	Lectures/Video/ Group Activities	3	Team*
2	Cultural Intelligence (CQ) <ul style="list-style-type: none"> • Understanding the concept of cultural intelligence • Assessing and developing personal CQ • Application of CQ in professional settings 	Lectures/Video/ Group Activities	3	Team*
3	Communication Styles Across Cultures <ul style="list-style-type: none"> • High-context vs. low-context communication • Direct vs. indirect communication • Verbal and non-verbal communication cues 	Lectures/Video/ Group Activities	3	Team*
4	Cultural Values and Norms <ul style="list-style-type: none"> • Exploration of cultural values (e.g., individualism vs. collectivism) 	Lectures/Video/ Group Activities	3	Team*

Class	Topics/Details	Learning Activities/Media	Hours	Instructor Team (Dr.Roongkan(IRS900 and 902/ Dr. Ingorn, RSU 900/ Aj. David RSU 901)*
	<ul style="list-style-type: none"> • Impact of cultural norms on behavior and decision-making • Ethnocentrism and cultural relativism 			
5	Mid-term and assign the project	Exam	3	Team*
6	Negotiating Across Cultures <ul style="list-style-type: none"> • Cultural influences on negotiation styles • Strategies for successful cross-cultural negotiations • Case studies of negotiation successes and failures 	Lectures/Video/ Group Activities/case study	3	Team*
7	Cross-Cultural Team Dynamics <ul style="list-style-type: none"> • Challenges and opportunities in multicultural teams • Effective leadership in diverse team settings • Conflict resolution and consensus-building techniques 	Lectures/Video/ Group Activities	3	Team*
8	Library---Research on topic assigned	Group Activities	3	Team*
9	Managing Diversity in the Workplace <ul style="list-style-type: none"> • Creating inclusive work environments • Addressing issues of discrimination and bias • Leveraging diversity for innovation and creativity 	Lectures/Video/ Group Activities	3	Team*
10	Adapting to Different Cultural Contexts <ul style="list-style-type: none"> • Cultural shock and adjustment • Techniques for adapting to new cultural environments • Cultural competence in global 	Lectures/Video/ Group Activities	3	Team*

Class	Topics/Details	Learning Activities/Media	Hours	Instructor Team (Dr.Roongkan(IRS900 and 902/ Dr. Ingorn, RSU 900/ Aj. David RSU 901)*)
	business travel			
11	Global Business Etiquette <ul style="list-style-type: none"> • Understanding business customs and protocols worldwide • Dining and gift-giving etiquette • Cultural nuances in business communication and meetings 	Lectures/Video/ Group Activities	3	Team*
12	Case Studies in Cross-Cultural Communication <ul style="list-style-type: none"> • Analysis of real-world examples of successful and unsuccessful cross-cultural interactions • Identification of key lessons and best practices 	Lectures/Video/ Group Activities/case studies	3	Team*
13	Final group Presentation		3	Team*
14	Final group Presentation/Reveiw		3	Team*
15	Final Exam		3	Team*
Total			45	

2. Assessment

Activity	Learning Outcome	Assessment Method	Assessment Week
1.1, 1.2, 1.3	Mid-term exams Final exams	5 15	30% 30%
2.1, 2.2	Class attendance, participation, discussion, offering opinions in class, quizzes	Throughout the semester	20%
4.1, 4.2	Case study analysis, research, project presentation	13 -16	20%

Activity	Learning Outcome	Assessment Method	Assessment Week
	Group work and projects		

3. The alignment of Course Learning Outcomes (CLOs) with learning results.

CLOs	1. Knowledge		2. Skills		3. Ethics		4. Characteristics	
	1.1	1.2	2.1	2.2	3.1	3.2	4.1	4.2
CLO1: Understand the importance of cultural intelligence in today's globalized workforce by recognizing cultural differences in communication styles, values, and behaviors.	✓							
CLO 2: Develop strategies for building trust and rapport with individuals from different cultural backgrounds.				✓				
CLO3: Learn techniques for resolving conflicts and overcoming challenges in cross-cultural interaction and enhance intercultural competence to succeed in diverse cultural environments.					✓		✓	

5. Course Resources

1. Main textbooks and documents

James W Neuliep (2016). Intercultural Communication: **A Contextual Approach Sixth Edition**. Sage Publications, Inc.

2. Essential documents and information

The content of PowerPoint presentation, video clips will be given to the students in class.

3. Recommended documents and information

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6. Course Feedback and Improvement

1. Course evaluation by students

- ☒ Student evaluation of teaching effectiveness
- ☐ Course evaluation form
- ☒ Group discussions between instructors and learners
- ☐ Reflections based on learners' behavior
- ☐ Suggestions through online channels prepared by the instructor for communication with students
- ☐ Others (please specify)

2. Other methods of course evaluation

- ☒ Instructor evaluation form
- ☐ Reflected by students
- ☒ Exam results
- ☐ Review of the assessment of learning outcomes
- ☐ Evaluation by the academic standards oversight committee
- ☐ Observation of teaching by the teaching team members
- ☐ Others (please specify)

3. Course development and improvement

- ☒ Seminar on teaching management
- ☒ Research inside and outside the classroom
- ☐ Others (please specify)

4. The process of reviewing students' learning outcomes for a course.

- ☒ Committees are established in the department to review students' learning outcomes by examining exam reports, grading methods, and behavioral assessments.
- ☐ Review of grading for student work by the department and faculty committee.
- ☐ Review of grading based on random inspections of student work by instructors or other qualified individuals who are not regular course instructors.
- ☐ Others (please specify)

5. Course revision and development plan

- ☐ Revise the course annually based on suggestions and the review results per section 4.
- ☒ Revise the course annually based on the instructor evaluation results by students.
- ☐ Others (please specify)