UNIVERSITY OF CAMBRIDGE

Institute of Continuing Education

Intercultural management

Start date	16 June 2023	**End date**	18 June 2023
Venue	Madingley Hall Madingley Cambridge CB23 8AQ		
Tutor	**Dr Sooter Nomhwange**	**Course code**	2223NRX035

For further information contact inteng@ice.cam.ac.uk

Tutor biography

Sooter is Lecturer in Business and Management at Anglia Ruskin University and formerly Teaching Associate in Business and Management at the University of Cambridge Institute of Continuing Education. His teaching portfolio includes International Business and Management, International Business and Business Environments. Sooter focusses on using contemporary business cases to inform his lectures and seminars. A student-centric approach utilising group discussion and student collaboration is central to his teaching.

Course programme

Friday
Please plan to arrive between 16:30 and 18:30. You can meet other course members in the Terrace Bar which opens at 18:15. Tea and coffee making facilities are available in the study bedrooms.

19:00	Dinner
20:30 – 22:00	**Welcome - Exploring the importance of Culture in a dynamic world**
22:00	Terrace Bar open for informal discussion

Saturday

07:30	Breakfast (for residents only)
09:00 – 10:30	**Understanding the theoretical foundations**
10:30	Coffee
11:00 – 12:30	**What is Cultural Intelligence?**
13:00	Lunch
14:00 – 16:00	Free time
16:00	Tea
16:30 – 18:00	**Developing capacity to function effectively in multicultural settings**
18:00 – 18:30	Free time
18:30	Dinner
20:00 – 21:30	**Creating a development plan | Reflection**
21:30	Terrace Bar open for informal discussion

Sunday

07:30	Breakfast (for residents only)
09:00 – 10:30	**Deploying the cultural instinct**
10:30	Coffee
11:00 – 12:30	**Conclusion and Course Summary**
12:45	Lunch

The course will disperse after lunch

Course syllabus

Aims:
This course aims to:

1. Equip you with tools for effective interaction in multicultural settings.
2. Introduce you to the constructs of Cultural Intelligence.
3. Help you understand different cultures through the lens of various theoretical approaches.

Content:
Without a clear understanding of the diverse cultures in the world, it will be difficult for an individual to properly devise a workable approach to dealing with multicultural settings. Through examining the work of important researchers in the field such as Hofstede, Hall, Watson, and Tayeb, the course in the early stages will discuss and help you in understanding the differences in culture and the importance of recognising cultural idiosyncrasies. An approach that facilitates effective interaction in multicultural environments will involve identifying and improving on the 4 elements that make up cultural intelligence (CQ Drive, CQ Knowledge, CQ strategy and CQ Action), you will therefore in the later part of the course be asked to create a CQ profile. Drawing on the work of Dr David Livermore and resources from the Cultural Intelligence Centre, you will be able to assess and critique their personal cultural capabilities, identify areas for improvement, and devise a development plan based on their CQ report. The course concludes by advocating for the individual's awareness, assertiveness, and advancement.

Presentation of the course:
Lectures, group discussions, and class activities. You will be required to bring a Laptop or Tablet to the sessions (sessions 4 and 5) – this will be used to create your CQ profile and generate the CQ report.

As a result of the course, within the constraints of the time available, students should be able to:

1. Demonstrate an understanding of the differences in culture and cultural idiosyncrasies.
2. Demonstrate an awareness of how to become culturally intelligent.
3. Acquire and utilise tools for improving effective interaction in multicultural settings.

Reading and resources list

Listed below are texts that might be of interest should you wish to supplement your learning on the course.

Earley, P.C. & Mosakowski, E. (2004), *Cultural Intelligence*, Harvard Business Review 82: 139-146

Crowne K.A (2008), *What leads to cultural intelligence?,* Business Horizons 51: 391-399

Geert Hofstede (2011), *Dimensionalizing Cultures: The Hofstede Model in Context, Culture and Psychology* Volume 2: issue 8

Jahoda G (2012), *Critical reflections on some recent definitions of culture, Culture and Psychology* 18 (3) 289-303