

CULTURAL ISSUES - MANA 7397
WINTER 2019
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COURSE OBJECTIVE:

The main objective of this course is to help you develop a deeper understanding of cross-cultural management issues. During our visit to Santiago and surrounding areas, we will observe and experience first-hand some of the characteristics of Chile's national culture. Through assigned readings, assignments and company visits, we will also examine important characteristics of organizational cultures.

STUDENT EVALUATION:

REQUIREMENTS	POSSIBLE POINTS
Paper	100
Professional conduct	100
Discussion	50
Total	250

GRADE DISTRIBUTION (%):

A	93-100
A-	90-92
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	63-66
D-	60-62
F	<59

PROFESSIONAL CONDUCT:

All Bauer students are expected to adhere to the ethical principles described in the Bauer Code of Ethics and Professional Code. You can find this code at www.bauer.uh.edu/BCBE/BauerCode.htm

Students are expected to conduct themselves as follows:

Timely arrivals and departures – keep in mind that you are a part of a group and that we ALL have a schedule to follow. Bus will always depart on time – times will be announced. If you miss the bus, you are on your own. Do NOT show up at a host site and ask to be admitted alone. Your grade will be dropped one full letter if you miss the bus.

Attention during host site visits – your full attention is expected during tours and company visits. Avoid unnecessary discussion with others, walking in and out of meeting rooms, wandering off etc. Use of cell-phones is NOT allowed. If allowed, we will have designated times to take photos. As a rule of thumb, always ask before taking photos. “Sneaking in photos” is strictly prohibited.

Dress code – business casual attire is required, more specific requirements will be discussed during the mandatory orientation.

Respect for hosts and other students – treat everyone in a respectful manner, you are not only representing yourself, you are representing the University of Houston.

Although 100 points have been assigned to this component of your grade, unprofessional behavior in Chile can cause your grade deduction to increase at the discretion of the professor (including a grade of F for the course).

DISCUSSION:

During our week in Chile, we will visit several companies. You are required to conduct a debriefing of your experiences and observations and post it to the *Discussion Board* on Blackboard. You will be assigned (or may select on your own) a group of four students to work with to complete this task. Each group will make one posting before the week is over (January 10th). Free internet access is available in our hotel, or there are many low cost internet cafes nearby.

PAPER:

A major factor of your future success in the increasingly global business environment is your ability to recognize and deal with cross-cultural differences. The goal of this project is to help you learn about Chilean national culture in an organized manner. Cultures are complex and without a framework to help us understand them, we might get lost. We will use Trompennar's work to understand various cultural dimensions of Chile. You are also required to discuss what effect these unique characteristics of *national* culture may have on the *organizational* culture of companies in Chile.

You may complete this assignment as an individual paper or a group project (you must select your own group members, with no more than four students per group). Your research starting point will be the readings posted on BB, but in order to complete this assignment you will need additional relevant sources of information. Find five more research articles (+3 articles for each additional group member) about various aspects of organizational culture and Chile that you find useful and interesting. Use the Business Source Complete and PsychINFO library databases to find appropriate articles. At least 3 of the additional articles must have a research focus and come from a peer refereed journal. Additional articles should be no more than ten years old. Do not use websites.

Your paper **MUST** include a major section discussing each of the following issues. Approximate length ratios for each section are included, for a total of 10 pages:

- Overview of Trompenaars' cultural dimensions and their importance in general (5%)
- Analysis of each of the cultural dimensions focusing on Chile, compare/contrast with your current cultural values (30%)
- Overview of organizational culture in general (5%)
- Analysis of characteristics of organizational cultures in Chile and how these characteristics reflect Chile's national culture (30%)
- Analysis of how the above research will help you as you embark on your future career, both specific to Chile, and other assignments in general (including, but not limited to: discussion of major cross-cultural differences and challenges, skills that you need to develop to deal with those challenges and plans on how you will develop those skills). (30%) Note: in a group paper, each student should write a separate statement.

Required readings must be included in a meaningful way, but keep in mind that the goal of your paper is not to summarize those readings. Your primary emphasis should be interpreting the usefulness of the articles as you embark on your career.

In addition to completing the content requirements, all papers must also include the following:

- Cover page with a descriptive title, course name, semester, and your name (if completing this project as a group, list full names of all group members). Include page numbers.
- Reference page listing all required and additional readings, use APA style
- Headings and subheadings to help organize your flow of ideas

Paper is due on January 3rd, 2020. Each calendar date the paper is late, grade will be deducted by one step (e.g., from A to A-).

ACADEMIC HONESTY:

The University of Houston Academic Honesty Policy is strictly enforced by the C. T. Bauer College of Business. No violations of this policy will be tolerated in this course. A discussion of the policy is included in the University of Houston Undergraduate Student Catalogue, <http://www.uh.edu/academics/catalog/policies/academ-reg/academic-honesty/index.php>. Students are expected to be familiar with this policy.

ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES:

The University of Houston complies with Section 504 of the Rehabilitation Act of 1973 and the American with Disabilities Act of 1990, pertaining to the provision of reasonable academic accommodation for students identified as disabled under the law. In accordance with 504/ADA guidelines, UH strives to provide reasonable academic accommodation to students who request and require them. If you believe you have a disability requiring an accommodation, please contact the Center for Students with DisABILITIES at 713-743-5400 or <http://www.uh.edu/csd/>.

COURSE EVALUATIONS:

The CBA has a policy that requires all of its instructors to be evaluated by their students. The results of these evaluations are important to provide feedback to instructors on how their performance can be improved. In addition, these evaluations are carefully considered in promotion, salary adjustment, and other important decisions. We openly encourage students to provide feedback to instructors and the CBA through the evaluation process.

TENTATIVE COURSE SCHEDULE:

TBD	Mandatory orientation
Jan 3	Paper due
Jan 6	TBA – company visit
Jan 7	TBA – company visit
Jan 8	TBA – company visit
Jan 9	TBA – company visit
Jan 10	TBA – (the last day of the program)