Administrative Unit: Business Administration Department

Course Prefix and Number: MGMT 339

Course Title: Cross-Cultural Management

Number of: Credit Hours: 3 Lecture Hours: 3 Laboratory Hours: 0

Catalog Description: Emphasis on the interpersonal skills needed to manage across national borders and show how cultural factors influence behavior in the workplace and the negotiation process. Prerequisites: MGMT 330. Offered Spring.

Prerequisite(s)/Corequisite(s): MGMT 330.

Text(s): Most current edition of the following:


Course Objectives:

- To explain the influence of a culture in the workplace.
- To describe formal structures of organization in a cultural context.
- To explain the applications of specific cultures to the management process.
- To describe the managerial process, tasks, and issues that arises from cultural differences.

Measurable Learning Outcomes:

- Describe the diverse workplace.
- Conduct a demographic and values profile.
- Differentiate among the myths and realities of cultural diversity.
- Compare and contrast the multicultural aspects of the modern workforce.
- Describe the major characteristics of the cultures within the workforce.
- Describe the characteristics of an inclusive corporate culture.
- Describe how prejudice and bias affect people.
- Explain the impact of culture.
- Describe the process of stereotyping.
- Explain how to work with people from other cultures.

Topical Outline (major areas of coverage):

Every Business Administration course includes a written and oral presentation component.

- Succeeding in a diverse workplace Understanding cultures: your own and others
- Understanding the dominant culture: Euro-Americans
- Stereotyping and prejudice: how and why they occur
- Workplace discrimination: its effects and remedies
- Men and women: parallel cultures
- Working with African Americans
- Working with American Indians
Recommended maximum class size for this course: 30

Library Resources: Online databases are available at http://www.ccis.edu/offices/library/resources.asp. You may access them from off-campus using your eServices login and password when prompted.

Prepared by: Dr. Hoyt Hayes

Date: April 3, 2006

NOTE: The intention of the master syllabus is to provide an outline of the contents of this course, as specified by the faculty of Columbia College, regardless of who teaches the course, when it is taught or where it is taught. Faculty members teaching this course for Columbia College are expected to facilitate learning pursuant to the course objectives and cover the subjects listed in the topical outline. However, instructors are also encouraged to cover additional topics of interest so long as those topics are relevant to the course’s subject. The master syllabus is, therefore, prescriptive in nature but also allows for a diversity of individual approaches to course material.