



Course Syllabus

Course Code	Course Title	ECTS Credits
THOM-490	Intercultural Communication	6
Prerequisites	Department	Semester
Senior Level	Management	Fall / Spring
Type of Course	Field	Language of Instruction
Elective	Tourism, Leisure and Events Management	English
Level of Course	Lecturer(s)	Year of Study
1 st Cycle	Theo Charalambous	4 th
Mode of Delivery	Work Placement	Corequisites
Face to Face	N/A	N/A

Course Objectives:

The main objectives of the course are to:

- Introduce students to the complexity of intercultural communication in Hospitality and Tourism.
- Understand the characteristics of business etiquette.
- Analyse intercultural employability aspects (including concepts of diversity and inclusion).
- Develop intercultural communication skills.

Learning Outcomes:

After completion of the course students are expected to be able to:

1. Identify intercultural communication as a distinguishable pattern of communication for the purposes of effective cross-cultural interaction.
2. Evaluate the impact of the complexity of culture and personal perception on communication.
3. Recognize the societal impact of ethnocentrism, prejudice and stereotyping.
4. Distinguish diverse message systems and how they impact communication such as verbal and nonverbal symbol systems.
5. Understand how to operate effectively and lead a diversified team at work.
6. Identify potential problems inherent to intercultural communication (including challenges for diversified teams, difficulties for inclusivity, conflicts).

Course Content:

- Introduction to Intercultural Communication.
- Types of Culture.
- Cultural diversity.
- Challenges and benefits of Diversity at work.
- Intercultural problem solving and conflict management.
- Inclusion.
- Cultural differences as communication Resources.
- Cultural identity.
- Business Etiquette- Protocol Abroad.
- Leading and communicating in a diverse, intercultural team.

Learning Activities and Teaching Methods:

PowerPoint Lectures, lab workshop assignments, practical exercises, student presentations/assignments

Assessment Methods:

Students' PowerPoint presentations, assignments, exercises, Mid-Term exam, Final exam

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Experiencing Intercultural Communication: An Introduction	Judith Martin Thomas Nakayama	McGraw-Hill Education	2017 6 th edition	ISBN-13: 978-1259870569
Managing Cultural Differences	Moran, R. T., Harris, P. R. & Moran, S. V.	Butterworth-Heinemann	2007	978-0750682473
Safari Through Culture	Leigh, J. & Hill, S. M.	Afi	2007	978-9963-681-03-7

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Experiencing Intercultural Communication	Nakayama, M.	McGraw-Hill	2004	978-0072862898