

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet:	Menedžment medkulturnih razlik
Course title:	Management of Intercultural Differences

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Informatika v sodobni družbi, magistrski študijski program druge stopnje	-	Prvi ali drugi	Drugi ali četrti
Informatics in Contemporary Society, second cycle Masters Study Programme	-	First or second	Second or fourth

Vrsta predmeta / Course type

Izbirni / Elective

Univerzitetna koda predmeta / University course code:

1-ISD-MAG-IP-MKR-2016-10-01

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje work	Druge oblike študija	Samost. delo Individ. work	ECTS
30	-	10	-	10	100	5

Nosilec predmeta / Lecturer:**Jeziki / Languages:****Predavanja / Lectures:**

Slovenski, angleški / Slovene, English

Vaje / Tutorial:

Slovenski, angleški / Slovene, English

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

Pogoj za vključitev v delo je vpis v prvi letnik podiplomskega študija.

Študent/študentka mora pred pristopom k izpitu pripraviti in zagovarjati na vajah svojo domačo nalogo.

Prerequisites:

The condition for inclusion is enrollment in the first year of postgraduate studies.

Before entering the exam student must, prepare and defense its home work.

Vsebina:

- Predstavitev področja menedžmenta medkulturnih razlik, namena, ciljev in vsebine predmeta ter metod in tehnik proučevanja;
- Poglobljanje v bistvo fenomena poslovne kulture in morale kot dejavnikov vedenja organizacij v globaliziranem gospodarstvu, posebej evropskem;

Content (Syllabus outline):

- Introduction to management of cultural differences, purpose, objectives and course content and study methods and techniques;
- Deepening the essence of the phenomenon of corporate culture and morality as predictors of organization's behavior in a globalized economy, especially Europe;
- Giving access to the modern scientific theory of cultural differences;

• Podajanje vpogleda v sodobne znanstvene teorije na področju kulturnih razlik; • Strateški pomen kulturnih razlik; • Kulturne razlike, stereotipi (klišeji), predsodki, mnenja in stališča kot vir možnih sporov in konfliktov v organizaciji - metode in tehnike preprečevanja kulturnih konfliktov; • Modeli za uspešno upravljanje medkulturne komunikacije v multikulturnem in/ali mednarodnem poslovnem svetu oziroma notranjem okolju organizacije; • Praktično usposabljanje za uporabo metod, tehnik in strategij za preprečevanje in razreševanje vrednotnih sporov – <i>evro-model</i>; • Simulacije primerov, <i>metoda detanta</i>; • Zaključne refleksije.	• The strategic importance of cultural differences; • Cultural differences, stereotypes (clichés), prejudices, opinions and observations as a source of potential disputes and conflict within the organization - methods and techniques of cultural conflict prevention; • Models for effective management of intercultural communication in a multicultural and / or international business world and the internal environment of the organization. • Practical training in the use of methods, techniques and strategies for the prevention and resolution of conflicts: Euro-model; • Simulations of cases: method of <i>detante</i>; • Concluding reflections.
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Temeljni literatura in viri / Readings:

• Jelovac, Dejan, Rek, Mateja. <i>Komuniciranje v medkulturnem okolju</i>. Ljubljana: Vega, 2010. • Moran, Robert, Haris, Philip, Moran, Sarah (2007): <i>Managing Cultural Differences – Global Leadership Strategies for the 21st Century</i>, Elsevier and Butterworth-Heinemann, Burlington and Oxford. • Deresky, Helen (2008): <i>International Management: Managing Across Borders and Cultures</i>. Pearson Prentice Hall, Upper Saddle River. • Hofstede, Geert, Hofstede, Gert Jan (2005): <i>Cultures and Organisations: Software of the Mind</i>, McGraw-Hill, New York. • Hofstede, Geert, Hofstede, Gert Jan (2005): <i>Cultures and Organisations: Software of the Mind</i>, McGraw-Hill, New York. • Simons, George. 2002. <i>Euro Diversity: A Business Guide to Managing Difference</i>. Butterworth-Heinemann. • Mole, John. 2003. <i>Mind Your Manners – Managing Business Cultures in the New Global Europe</i>. London: Nicholas Brealey Publishing. • Terpstra, Vern, David, Kenneth. 1985. <i>The Cultural Environment of International Business</i>. Cincinnati, Ohio: South-Western Publ. Co.
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Cilji in kompetence:

Učna enota prispeva k razvoju naslednjih splošnih in predmetno specifičnih kompetenc:

- poznavanje in razumevanje kulturnih in družbenih procesov in sposobnost njihove kompleksne analize,

Objectives and competences:

The instructional unit contributes to the development of the following general and subject-specific competences:

- familiarity with and understanding of cultural and social processes and competence for their complex analysis

• sposobnost oblikovanja izvirnih idej, konceptov in rešitev določenih problemov • etična refleksija in zavezanost profesionalni etiki v družbenem okolju s spoštovanjem načela nediskriminatornosti in multikulturalnosti • razvoj kritične in samokritične presoje • sposobnost fleksibilne uporabe znanja v praksi • poznavanje pomena kakovosti in prizadevanje za kakovost strokovnega dela skozi avtonomnost, (samo)kritičnost, (samo)refleksivnost in (samo)evalviranje v strokovnem delu • uporaba in kombiniranje znanj z različnih disciplinarnih področij • sposobnost povezovanja koherentno obvladanega temeljnega znanja, pridobljenega pri obveznih predmetih, ter njegova uporaba v praksi • razvoj veščin in spretnosti pri uporabi znanja na področju družbenih ved in informatike s pomočjo reševanja teoretičnih ali empiričnih problemov • sposobnost pridobivanja, selekcije, ocenjevanja in umeščanja novih informacij in zmožnost interpretacije v kontekstu družboslovja in informatike • prenos osvojenega znanja v delovno okolje in okolje delovanja in bivanja	• competence to form original ideas, concepts and solutions for specific problems • ethical reflection and commitment to professional ethics in the social environment of the principle of non-discrimination and multiculturality • development of critical and self-critical judgement • ability to flexibly apply knowledge in practice • knowledge of the meaning of quality and striving to achieve quality of professional work through autonomy, (self) criticism, (self) reflexivity and (self) evaluation in professional work • the use and combination of knowledge from different disciplines • the ability to connect coherently acquired basic knowledge, obtained through compulsory courses, and its use in practice • the development of skills and abilities for the use of knowledge in the field of social sciences and informatics by solving theoretic or empirical problems • the ability to acquire, select from, evaluate and place new information and the ability to interpret within the context of social sciences and informatics • transfer the acquired knowledge into the work environment and business and living environment
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Predvideni študijski rezultati:

Znanje in razumevanje:

Študenti/študentke bodo:

- obveščeni o namenu predmeta, vsebini in metodah dela in svojih obveznostih
- pridobili globlje razumevanje obzorja in temelja strokovnega področja medkulturnega managementa
- znali pojasniti ključne pojme kategorialno-metodološkega aparata medkulturnega managementa
- razumeli obseg in vsebino pojma medkulturnega upravljanja
- dojemali bistvo pomembnih pozicij oz. stališč znotraj kulturnega pluralizma

Intended learning outcomes:

Knowledge and understanding:

Students will be:

- informed of the purpose of subject, content and methods of work and their obligations
- able to gain a deeper understanding of the horizons and the foundation of the expert fields of intercultural management
- able to explain key concepts within the categorical-methodical apparatus of a intercultural management
- understand the scope and content of the concept of intercultural management

• razumeli in jasno razlikovali ključne kategorije medkulturnega managementa v globalnem poslovnem življenju • pridobili vpogled v bistvo dobrih poslovnih praks, njihovo vlogo, mesto in pomen za uspešno sodobno poslovanje • kvalificirani za opazovanje in dojemanje kulturnih razsežnosti poslovanja • kvalificirani za izvajanje poslovnih praks v slogu dobrega gospodarja • sposobni razviti kulturno refleksijo in na tej podlagi zavezanost želenim vzorcem zglednega poslovnega obnašanja • sposobni razviti spretnosti za uporabo različnih metod in tehnik za ugotavljanje, preprečevanje in reševanje kulturne napetosti ali konfliktov • pridobili občutek družbene odgovornosti podjetij v njihovem notranjem in zunanjem poslovnem okolju • sposobni razviti občutek kolegalnosti in lojalnosti do zaposlenih in delodajalcev, kot tudi kooperativnost, timsko delo, strpnost in spoštovanje do konstruktivne kritike • sposobni razviti občutek za nediskriminacijo pri upravljanju človeških virov v EU gospodarskem okolju • usposobljeni za razumevanje obsega in meja obvladovanja medkulturnih razlik • pridobili pregled odprtih vprašanj stroke in njenih perspektivah v bližnji prihodnosti • sposobni razviti potrebo po nadaljevanju samorefleksije in izboljšavah na tem področju	• grasp the essence of important positions within cultural pluralism • understand and clearly distinguish the key categories of intercultural management in global business life • gain insight into the essence of good business practices, their role, place and importance for a successful modern business • qualified for the perception of cultural dimensions of business • qualified for the implementation of business practices in the style of a good governor • able to develop an cultural reflection and on this basis the commitment to the desired patterns of exemplary business behaviour • able to develop skills in using various methods and techniques to identify, prevent and resolve cultural tensions or conflicts • gain a sense of corporate social responsibility for the internal and external business environment of company • able to develop a sense of collegiality and loyalty towards employees and employers as well as cooperativeness, teamwork, tolerance and respect for constructive criticism • able to develop a sense of non-discrimination in the management of human resources in the European economic environment • trained to understand the scope and boundaries of management of intercultural differences • gain an overview of the open issues of the profession and its perspectives in the near future • able to develop a need for continuing self-reflection and improvement in this area
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Metode poučevanja in učenja:

- *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri)
- *seminarske vaje* (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, diskusija, sporočanje povratne informacije, forum za reševanje kulturnih problemov, sporov, konfliktov in dilem, socialne igre)
- individualne in skupinske *konzultacije* (diskusija, dodatna razlaga, obravnava specifičnih vprašanj)
- *samostojen študij* (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje)

Learning and teaching methods:

- lectures with active engagement of students (explanation, discussion, questions, examples)
- tutorials (case study, experience, reflection, project work, teamwork, critical thinking, discussion, feedback, a forum for solving cultural problems, disputes, conflicts and dilemmas, social games)
- individual and group consultations (discussions, additional explanation, specific questions)
- individual study (motivation, guidance, self-observation, self-regulation, reflection, self-evaluation)

Delež (v %) /

Weight (in %)

Načini ocenjevanja:**Assessment:**

Način (pisni izpit, ustno izpraševanje, naloge, projekt):

- pisni/ustni izpit
- domača naloga ter njen zagovor
- seminarska naloga

60

15

25

Type (examination, oral, coursework, project):

- written or oral exam
- homework and its presentation in the seminar
- seminar essay