



Higher Education Division A – Global Learning (GLD)

Course Name: Understanding Global Competence and Cross-Cultural Communication in the Global Workplace

Cohort: ISP@SIM2017 (03/07/17 – 14/07/17)

Lecturer: Dr. Michael Chang

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Course Objective

Global Competence, a hot millennial concept, has rapidly become a key concept for educators and employers. Globally competent graduates are highly desirable as they can fit well into jobs across boundaries and business domains. Global Competence is a set of multifaceted characteristics and capabilities, which can be understood by the formation of **Attitude, Knowledge, Skill** and **Experience**. Only with these global characteristics are individuals truly able to learn from each new experience, reflect on past experiences, and with it gain a deep understanding and the ability to communicate and relate to others and their customs.

This interactive course will use various media, in-depth class discussions of current events, industry interface projects and student group presentations. You are encouraged to participate actively in all discussions and to read all assigned articles to fully benefit from this course.

Class Policies

Missed classes without a medical certificate will be penalized with a half letter grade deduction per day. Differences of opinions during discussions should be welcomed if presented in a mutually respectful manner. Behavior or speech that disrupts the instructional setting or is clearly disrespectful to the lecturer or fellow students will not be tolerated. SIM reserves the right to disenroll the student with no refunds given.

Assessment and Grading

Assessment is based upon your understanding of the concepts and theories discussed in the course, along with your active participation and your ability to link what you have learned.

Participation in activities and discussions	40%
Quizzes	10%
Industry Interface Project Presentation	50%

Course Outline, Activities and Readings

4 th JULY 2017 THE GLOBAL LEARNING INVENTORY and THE CONCEPT OF GLOBAL COMPETENCE PART 1
5 th JULY 2017 THE CONCEPT OF GLOBAL COMPETENCE PART 2 Reading: NEA Education Policy and Practice Department (2010). 'Global Competence is a 21 st Century Imperative'. Retrieved May 2017, from http://www.nea.org/assets/docs/HE/PB28A_Global_Competence11.pdf
6 th JULY 2017 OVERVIEW OF HUMAN RELATIONS and POSITIVE EQ BEHAVIOURS Reading: Brackett, M.A., Rivers, S.E., & Salovey, P. (2011). 'Emotional Intelligence: Implications for Personal, Social, Academic, and Workplace Success'. Social and Personality Psychology Compass, 88-103.
7 th JULY 2017 HUMAN RELATIONS and WORKPLACE RELATIONSHIPS
10 th JULY 2017 CULTURAL ADAPTATION and RELOCATION ISSUES Reading: Forbes (2013). 'The Smart Career Move You Haven't Considered: Working Abroad'. Retrieved May 2017, from http://onforb.es/15tgG6G
11 th JULY 2017 INDUSTRY INTERFACE PROJECT PART 1 Company: MyHealthSentinel Project Mentor: Mr. Jack Ng, Marketing Director
12 th JULY 2017 GLOBAL COMPETENCE and YOUR PERSONAL DEVELOPMENT PLAN
13 th JULY 2017 INDUSTRY INTERFACE PROJECT PART 2 Company: MyHealthSentinel Project Mentor: Mr. Jack Ng, Marketing Director
14 th JULY 2017 GROUP COMPETITION and INDUSTRY INTERFACE PROJECT FINAL PREPARATIONS

Lecturer Profile

With a deep belief in the transformative power of global education to contribute to better cooperation on a global scale, Dr. Michael Chang has dedicated his professional life to engaging people in the development of global competence, reaching out to thousands of participants from over 70 countries. His specialization has been in the areas of resolving cultural adaptation or relocation issues and developing international workplace competencies for adults, and developing and augmenting academic and social performance for students. Michael has lived and worked in a number of countries including China, Japan and the United States. He currently heads Global Learning at the Singapore Institute of Management (SIM).