

C4 - Communication in Culturally Diverse Workplaces

Subject Outline

The knowledge and skills gained in C4 are intended to provide help you communicate effectively in culturally diverse workplaces. The subject is designed to suit the needs of people employed across a range of international education institutions and in a variety of roles - from finance to student services. Section 1 focuses on language and written communication; Section 2 focuses on communication styles related to spoken and non-verbal communication; and Section 3 focuses on cultural misunderstandings and grievance procedures.

Objectives

Upon completion of this subject, you will have demonstrated your ability to:

- Communicate and interact effectively with students from overseas countries in an international education services environment
- Interact supportively with co-workers from overseas countries in the international education services environment
- Comply with organisational policy and procedures to ensure appropriate and effective communication with co-workers from overseas countries

Subject Index

1.0 – Written communication

- 1.1 Cultural diversity
- 1.2 What is culture?
- 1.3 Intercultural communication competence
- 1.4 Language
- 1.5 Instructional writing
- 1.6 Writing emails
- 1.7 Extension

2.0 – Spoken and Non-Verbal Communication

- 2.1 Ethnocentrism
- 2.2 Generalisations
- 2.3 Cultural patterns
- 2.4 Communication styles
- 2.5 Non-verbal communication
- 2.6 Effective communication
- 2.7 Using an interpreter
- 2.8 Extension

3.0 – Cultural Misunderstandings

- 3.1 Communication barriers

C4 - Communication in Culturally Diverse Workplaces

- 3.2 Conflict types and levels
- 3.3 Cultural considerations
- 3.4 Conflict resolution
- 3.5 Policies and procedures
- 3.6 Building intercultural skills
- 3.7 Extension

Tutor

Sharon Smith has been involved in international education for 7 years as an administrative officer and research officer for the National Liaison Committee, an organisation run by international students studying in Australia; this role has required Sharon to work with students from many diverse cultures. Sharon is also a research assistant at Monash University, working on projects investigating the safety and security of international students in Australia.

Sharon has a Bachelor Degree majoring in Asian Studies and a Graduate Diploma in Applied Linguistics.

What is expected of me as a student?

While the Diploma is delivered entirely online, you will benefit from opportunities to interact and network with your classmates. You are expected to participate in Focus Tasks and Discussions Boards – this lets your tutor know that you are managing the material. Participation also means your work can be checked and verified for authenticity. The more you interact, the more benefits you will derive from meeting others online, and sharing information and ideas.

You also need to manage your time to ensure you can complete exercises and assessment activities. You should expect to devote 3-5 hours per week to each subject, depending on your computer skills and the time it takes to read source material.

While you can work at your own pace, there is a sequence to the subject, and deadlines for group tasks and assessment. Your tutor can also support you more effectively if you are up to date with your work.

Assessment

Assessment is based on the subject's learning materials. There are three Assessment Activities required in this subject. These are due in weeks 5, 10, & 14.