



Course: Intercultural Skills for Success in the Creative Technology Industry

Course Length: 6 weeks

Delivery Method: Online

Instructor: Taslim Damji, MA, IDI QA (Intercultural Development Inventory Qualified Administrator), COF (Cultural Orientations Framework), Intercultural Practitioner

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Acknowledgement of Coast Salish Peoples and Land

We respectfully acknowledge the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), səliłwətał (Tsleil-Waututh) peoples on whose unceded traditional territories our campus resides.

Course Description

This micro-credential course on Intercultural Communication in the Canadian Creative Technologies Industry helps aspiring and currently working industry professionals to build awareness, tools and skills to communicate effectively in diverse intercultural work environments so they can successfully navigate and thrive in the Canadian Creative Technologies work space.

The course will investigate practices and policies in the Tech industry as well as build awareness of existing interpersonal communication conventions and expectations for interacting with others. It will introduce and explore tools and practice skills that respond to industry needs and realities and support successful communication across cultures.

Course Objectives

Upon completion of this course students will be able to:

- Determine personal values and how they align in the work setting.
- Discuss intercultural communication theories and relate them to personal experiences in the creative technology workplace.
- Work in groups to analyze common intercultural miscommunication and their impacts in the creative technology workplace through real world case studies.
- Build intercultural competency to communicate more effectively in intercultural, multidisciplinary work settings.
- Apply intercultural communication techniques to discuss and resolve intercultural issues and to communicate more effectively in multicultural, multidisciplinary work environments.

Format of the course

This is a 30-hour long course and will run for **6 weeks**. The course will be entirely asynchronous with moderated online discussions and 2 collaborative assignments. It is expected that students will spend around 4-5 hours per week on self-directed learning. Students are expected to complete course requirements on their own, but the instructor is available to address questions, monitor progress and provide formative and/or summative feedback.

Required Readings

Each week students will be assigned required materials which will be posted on Canvas.

Course Schedule

Class	Topic
Week 1 (Oct 7 - 11)	<i>Welcome and Pre-Course Information</i>
Week 2 (Oct 14 - 18)	<i>Foundational Intercultural Terms and Strategies + Empathy and Well-Being</i>
Week 3 (Oct 21 - 25)	<i>Developmental Model of Intercultural Sensitivity DMIS + Intercultural Development Inventory</i>
Week 4 (Oct 28 - Nov 1)	<i>Hofstede's Cultural Dimensions</i>
Week 5 (Nov 4 - 8)	<i>Orientations Framework + Leveraging Difference across Cultures</i>
Week 6 (Nov 11 - 15)	<i>Applying a Mindful Cycle, Closing Reflections, and Future Practice</i>

Course Assignments

This course is pass/fail (graded as Satisfactory/Unsatisfactory). Students missing a deadline and/or submitting a substandard report may not receive a passing grade.

Assignment	Due Date
Weekly Reflections	Sunday of each week
Assignment #1: Applying Hofstede	Week 5
Assignment #2: Scenario - Analysis using the Cultural Orientations Framework	Week 6

Completion Requirements:

Demonstrated skills and competencies of the topic, satisfactory achievement, submission of all assignments, and completion of all learning engagements are required in order to be granted completion of this course. It is expected that students participate in all asynchronous activities (including module discussions, group assignments, reflections etc.) and submit all learning engagements in a timely manner. Students who foresee challenges in submitting an assignment should communicate with the instructor before the deadline. <https://www.sfu.ca/students/enrolment-services/policies-and-procedures/academic-concessions.html>

Students who successfully complete this course will receive an award of achievement.

Academic Integrity: Your Work, Your Success

Students are expected to demonstrate academic integrity and follow ethical and responsible practices around plagiarism, referencing and citation, and copyright.

If you are using any technology, including generative AI, to produce or edit content that will be part of your graded work in the course, you must be transparent about the tools that you use. Undeclared use of the tool/technology will be considered a violation of the academic integrity policy. Be aware that any tool used will require you to evaluate the output for accuracy and be responsible for making the appropriate corrections.

Redistribution of course content and materials created for this course by any means without permission constitutes a breach of copyright and may lead to academic discipline.