Course: Minding the Gaps: Communication Across Differences
Course Length: 6 weeks
Delivery Method: Online
Instructor: Taslim Damji

Acknowledgement of Coast Salish Peoples and Land

We respectfully acknowledge the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh Úxwumixw (Squamish), səlilwətaɬ (Tsleil-Waututh) peoples on whose unceded traditional territories our campus resides.

Course Description

This micro-credential course is designed for aspiring and current professionals in the Canadian Creative and Technology sectors who want to build the awareness, skills, and tools necessary to communicate effectively in today's diverse, intercultural work environments.

Through real-world case studies and applied learning, learners will develop a foundational understanding of intercultural communication and explore interpersonal dynamics commonly encountered in creative and tech workplaces. The course investigates workplace practices and communication conventions, emphasizing how to navigate differences in expectations, build mutual understanding, and respond to the realities of intercultural collaboration in the Canadian context.

Course Objectives

Upon completion of this course, learners 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. Each week will include a combination of asynchronous work (reviewing instructor-led videos, pre-recorded interviews with industry professionals, assigned readings, and completing assignments) and one synchronous group video session with the instructor. It is expected that students will spend up to 4 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.

Course Schedule
The course will run from October 13 - November 24, 2025, with synchronous group video sessions on Fridays from 12pm – 1pm.

Class	Topic
Week 1	*Welcome and Pre-Course Information* **Synchronous Online Session: Friday, October 17**
Week 2	*Foundational Intercultural Terms and Strategies + Empathy and Well-Being* **Synchronous Online Session: Friday, October 24**
Week 3	*Developmental Model of Intercultural Sensitivity DMIS + Intercultural Development Inventory* **Synchronous Online Session: Friday, October 31**
Week 4	*Hofstede's Cultural Dimensions* **Synchronous Online Session: Friday, November 7**
Week 5	*Orientations Framework + Leveraging Difference across Cultures* **Synchronous Online Session: Friday, November 14**
Week 6	*Applying a Mindful Cycle, Closing Reflections, and Future Practice* **Synchronous Online Session: Friday, November 21**

Course Assignments
This course is pass/fail (graded as Satisfactory/Unsatisfactory). Students missing a deadline and/or an assignment may not pass the course.

Assignment	Due Date
Weekly assignment, submitted to the community forum on Canvas	Sunday at 11:59PM PST of each week
Collaborative Assignment #1	Thursday, November 13 at 11:59PM PST
Collaborative Assignment #2	Thursday, November 20 at 11:59PM PST

Required Readings
Each week students will be assigned the required materials (videos and readings), which will be posted on Canvas.

Grading Profile
P   Satisfactory performance or better (pass, ungraded)
F   Unsatisfactory performance (fail)

Course Completion
To complete the course, students must demonstrate skill and competency of the weekly concepts and finish all learning engagements. Timely participation in all asynchronous and synchronous activities (including Zoom sessions) and submission of all learning engagements are expected. Students who anticipate challenges in submitting an assignment or attending synchronous Zoom sessions should communicate with the instructor *before* the deadline. Missing more than two synchronous Zoom sessions will result in unsatisfactory performance.

Technical Requirements
For online courses, you will need a computer with audio and microphone that is connected to the internet. Canvas is the online system that will be used for the course. For more information and online support, visit Online Learning.

Inappropriate use of technology in coursework
If you are using any technology, including generative AI, to produce or edit content that will be part of your submitted 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 accuracies and be responsible for making the appropriate corrections.