

Case Study #5 - Management and Cultural Influences

Local Course Names

American University of Technology, Byblos, Lebanon - Introduction to Management

Monroe Community College - Entrepreneurial Studies 1

COURSE DESCRIPTION

Management and Cultural Influences is part of the course you are currently enrolled in this fall. This project will provide you with the opportunity to gain international business experience. You will have a real multicultural experience by working with students in Lebanon. Using technology, you will work in cross cultural teams to explore and analyze management issues such as, Leadership, decision making and employee problems. This is part of The State University of New York's (SUNY) COIL (Collaborative online international Learning) initiative.

Students who successfully complete the course and the project will be issued a COIL certificate of completion.

STUDENT LEARNING OUTCOMES

1. Using online tools such as Facebook and Slack to develop global business communication skills in a cross-cultural virtual team environment.
2. Using case studies, understand similarities and differences in how management issues may be handled in different cultures.

ASSESSMENT AND GRADING

The COIL Project is worth 16% of your grade. Each section has a gradable portion so if you miss an assignment, you will lose points. Please see "DETAILED TASKS INSTRUCTIONS AND CALENDAR" document to see the weekly tasks, due dates and point value for each part of the project.

EXTRA CREDIT OPPORTUNITY

Students are encouraged to communicate with team members and other international classmates outside the classroom via video calling. Face to face, screen shot proof; give them a broad list of topics they can discuss with each other (e.g., food, weddings, funerals, dating, family bonding, hobbies, sports, etc.) Share what they learn with their whole and post on Facebook

You will have the opportunity to earn 4 extra points to your final grade.

In order to earn these points you must:

- Do this within the COIL Project timeframe
- Find international partner in the Facebook group that you'd like to get to know better and ask if they are interested in doing the extra credit assignment with you.
- Talk via a video tool - Facebook Live, WhatsApp Video, Apple FaceTime, Skype, etc. at least three times. Submit a screen shot of the start of the video call and at the conclusion of the video call
- Present a report – in class - on what you learned from your partner.

ONLINE ENVIRONMENT(S)

In addition to the time we will spend in class on this project, we will use the following online tools. Additional Instructions will be provided.

Students sign up for Facebook. This is a Closed Private group. The Facebook group is called "COIL FA17 Management and Cultural Influences."

Week #	Week of	Due date	Brief Description of tasks	Delivery method- where submitted / SLO
0	Week of Class	First Week of Class.	<p>Show the video explaining COIL, and give students the weekly layout of the COIL Module and your expectation for involvement & their peers' expectation for their involvement, explain how the COIL module will affect the course grading. https://www.youtube.com/watch?v=17nhVKT6N2c/</p> <p>Show Partner Video –Tshibangu https://drive.google.com/file/d/0B90SpWhG7uclRUtremtZSHA3LVE/view?usp=sharing/</p>	In Class
1	September 25th	September 26th	Students assigned to teams within each country	Instructors to e-mail each other.
1	September 25th	September 28th	<p>Students sign up for Facebook. This is a Closed Private group. The Facebook group is called "COIL FA17 Management and Cultural Influences." You register yourself with this link: https://www.facebook.com/groups/470775343257464/ One of the instructors will approve your Facebook request. This process may take 48 hours. See Handout A: for additional instructions on joining the Coil Group and how to upload videos to Facebook.</p>	Facebook
1	September 25th	September 28th	<p>Team members (5 for each country for a total of 10) entered into SLACK Student given detail instructions on how to register and use SLACK.</p>	In class & e-mail
2	October 2	October 3rd	Student Take Pre- survey	COIL Center Email Link

2	October 2 rd	October 3 rd	<p>Icebreaker #1: Video introductions* posted on private Facebook Group:</p> <p>(*) Create a Video</p> <ol style="list-style-type: none"> 1. Each student needs to answer each question personally. For example. 2. In Your video include, your name, age and hobby. Also include one or more of the following: <ul style="list-style-type: none"> · Favorite place to visit/vacation · Favorite food/cuisine · Favorite work of art · Favorite book <ul style="list-style-type: none"> · Post your video to the Facebook page (no longer than 90 seconds) · Describe and share in your post what makes your favorite thing meaningful to you. · Read and enjoy all the posts · Select at least 2 post from your international partners and respond with 2 questions · Do not respond to videos that already have 2 posts · Be sure to respond to the 2 questions posed to you <p>Have fun with this and we will discuss some of our observations in class!</p>	Facebook /SLO 1
3	October 9 th	October 14 th	<p>Ice Breaker #2- Manager Super Power</p> <p>Suppose you are a manager with super powers and invisible for one day, what would you do?</p> <ul style="list-style-type: none"> · Write one paragraph about how you would use your superpower. · Post in Facebook. · Select 2 posts from your international partners and ask each student 2 questions about their post. · Do not respond to students that already have 2 posts. · Be sure to respond to the 2 questions posed to you. <p>Have fun with this! We will discuss the posts and your observations in class.</p>	Facebook /SLO 1
<p>Case Studies: Consider what you have learned in class when you read and respond to these case studies. Think about how our cultural lenses impact our understanding and responses to these cases.</p>				

4	October 16	October 21st	<p>Case 1 – Management Qualities: What is Your List?</p> <ul style="list-style-type: none"> · Think about a workplace manager you have had or currently have (if you have never had a manager, discuss this with someone you know who has.) · List three to five qualities that make him or her an effective manager. · Post this list to your Slack group. · Read everyone’s posts in your Slack group. Think about the similarities and differences. · Respond with two interactive posts to an international group member, asking them to explain their list in more detail. · Come to class prepared to share your observations about your interaction with your international group member about your two lists. 	Slack/SLO 2
4	October 16th	October 21st	Mid Survey	COIL Center Link
5	October 23 rd	October 28th	<p>Case 2– Management Decision: What Would You Do?</p> <p>Joseph has been a very good employee for the past 5 years. Recently he has been suffering from daily headaches and would like to take additional breaks so he can take short naps to lessen the headaches. How would you handle this situation as a manager? Consider the impact of your decision on the other employees. Use what you have learned in the class, and your personal experiences , to inform your response.</p> <ul style="list-style-type: none"> · Read and respond to this case. · Post your response to your Slack group. · Read everyone’s posts in your Slack group. · Respond to two international group members whose responses seem very different than your own. The goal is to have a conversation about your differing decisions. · Come to class prepared to share your observations about your interactions with your international group members. 	Slack/SLO 2

6	October 30th	November 4th	<p>Case 3 – Management Analysis: It this Sexual Harassment?</p> <p>Nizam has been working for a company as a marketing manager for 10 years. Tia works in the same company as a sales representative and reports directly to Nizam. Three times during their one-on-one meetings, Nizam has asked Tia out for dinner in order to discuss “work stuff and things”. Each time she politely declined his dinner invitation. Is this sexual harassment why or why not?</p> <ul style="list-style-type: none"> · Read and respond to this case, answering whether this is sexual harassment or not, and why or why not. · Post your response to your Slack group. · Read everyone’s posts in your Slack group. · Respond to two international group members whose responses seem very different than your own. The goal is to have a conversation about your differing decisions. · Come to class prepared to share your observations about your interactions with your international group members. 	Slack/SLO 2
7	November	November 9th	Post Survey	COIL Center Link