SYLABUS PRZEDMIOTU / COURSE DESCRIPTION (SYLLABUS)

1.	Nazwa przedmiotu / Course **Intercultural communication and mediation** (Komunikacja i mediacja międzykulturowa)
2.	Dyscyplina / Discipline: **Sociology**
3.	Język wykładowy / language: **English**
4.	Jednostka prowadząca przedmiot / Department or unit **Institute of Sociology, University of Wrocław**
5.	Kod przedmiotu / Course code:
6.	Rodzaj przedmiotu/modułu *(obowiązkowy lub do wyboru)* **/** Course/module type: core (mandatory) or elective (optional): **core**
7.	Kierunek studiów (specjalność) / University subject (pogramme) **Master in Sociology, Speciality Intercultural Mediation**
8.	Poziom studiów / Program level: **Graduate (Master Programme)**
9.	Rok studiów / Year*:* **1**
10.	Semestr *(zimowy lub letni)* / Semester *(fall or spring)*: **spring**
11.	Forma zajęć i liczba godzin (w tym liczba godzin zajęć online*) / Form of tuition and number of hours: **lecture: 45h** **class instruction** (ćwiczenia) **30h**
12.	Wymagania wstępne w zakresie wiedzy, umiejętności i kompetencji społecznych dla przedmiotu/modułu / Prerequisites for taking the course: Knowledge, skills and competences acquired during 1st Semester of the Master Programme in Sociology - Intercultural Mediation or equivalent
13.	Cele kształcenia dla przedmiotu / Objectives: Crucial assumption of this course is that every interpersonal communication should be perceived as intercultural due to dissimilarities of participants based on socialization, up bringing, styles of character, gender, social class, age, educational level, sub-cultural affiliation, IQ, motivation and emotions. Intercultural communication may be seen as extreme case, edge of continuum of any interpersonal communication. The course is designed as both theoretical and practical introduction to main problems of cross-cultural communication, emphasizing mediation and negotiation issues. The goal of this module is to get students acquainted with key ideas and concepts in the area of intercultural communication in order to strengthen their sensitivity on cultural differences in such aspects as: cultural styles, orientation to space and time, gender differentiation or power distances. The course will give students a variety of opportunities to practice intercultural communication in the field of negotiation strategies, conflict management and third party intermediary. Weekly readings together with role-playing simulations, class exercises and discussions will provide students with knowledge and skills to help them interact successfully with people from different cultures in private, as well as public and business relations.
14.	Treści programowe / Content: (1) Introducing basic notions and diverse analytical perspectives: concepts of cultural, intercultural, communication, negotiation, mediation, therapeutic communication and mediation, interpersonal, intrapersonal, facilitation, conflict, group cohesion, auto presentation (2) Cultural styles and cultural variability: Universalism vs. Particularism; Individualism vs. Collectivism; Neutral vs. Emotional; Achievement vs. Ascription (3-4) Intercultural

communication & principles of psychotherapy: Rogerian person-centered approach, verbal & nonverbal channels of communication, coherency/congruency, transparency, empathy/attunement/emotional synchrony vs. dyssemia, antipathy & sociopathy, "warmth", unconditional positive regards, suspension of judgment, active listening, attitudinal qualities vs. breakdowns in interpersonal & intergroup communication.

(5) Can I be a facilitative person in a group? Resolving intercultural tensions - international workshops. Transactional analysis as an example of specific communicational frame of reference.

(6-7) The process of communication skills training: identifying communication skills, sensitization, practice, feedback, evaluation. Communication in the multicultural group. Comparing group communication across cultures: leadership, conformity and discussion process. Cultural contexts and group process. Effective leadership, teams and coalitions in intercultural context.

(8-9) Emotional intelligence: Interpersonal & intrapersonal & emotional intelligence: self-awareness, managing emotions, recognizing emotions in others, handling relationships, alexithymia & affective disorders. Social intelligence & social skills: dealing with diversity, intolerance, prejudice, stereotypes, stigma, racism, ageism, sexism.

(10) Personality profiles as relevant component of communication & mediation. Personality disorders as extreme styles of character: narcissistic, anti-social, histrionic, border-line, schizoid, paranoid, schizotypal, dependent, avoidant, obsessive-compulsive, passive-aggressive, depressive.

(11) The origins of conflict and the idea of a third-party in problem solving: challenges of cross-cultural mediation, negotiation and persuasion strategies, designing mediation strategy, negotiations with difficult people, in difficult situations, trust and social capital in mediation process.

(12) Intercultural "body language": concepts & meanings of the body, body techniques, cross-cultural perception of sexuality, intercultural and interracial sexual encounters, meanings of nudity, controversy around the use of nude body as facilitator for interpersonal communication.

(13) Time as cultural dimension: the concepts of past, present and future, managing time and communicating time in different cultures.

(14) The elements of proxemics: how and what communicates the space? From organizing physical space to the role of spatial distances between individuals in communication process; personal space and territory; public, social, personal and intimate space.

(15) A few controversies. Cross-cultural diversity and mental syndromes. Cross-cultural migration of moral panic. Export and expansion of discourses in the era of globalization

15.	Zakładane efekty uczenia się / Learning outcomes	Symbole odpowiednich kierunkowych efektów uczenia się / Outcome symbols:
	Students will gain knowledge which will provide a solid base for intercultural sensitivity.	**K_W01**
	Student will gain an in-depth knowledge about intercultural relationships. Student will also acquire an in-depth knowledge about the relations between various levels of social structure and the structural transformations of national societies and global society with emphasis laid on the cultural aspects of the social.	**K_W03**
	Students will have an opportunity to gain in depth knowledge about correlations between an individual and his or her cultural background. Students will incorporate into theirs frame of thinking, complex dynamics tainting the process of intercultural communication, mediation and adaptation.	**K_W04**
	Students will gain an in-depth knowledge about the rules of the constitution of axio-normative order in societies, the views on the role of norms and values in stabilising social order and knowledge about normative	**K_W06**

systems which regulate the course of social life in its various (private, organisational, ethical) dimensions regarding cultural diversity.		
A student possesses language skills in the area of sociology and can effectively use a foreign language with a special emphasis on the concepts of social sciences.	**K_U08**	
Students will recognize the importance of intercultural and cross-cultural communication and mediation for the process European and global social integration. They will become more aware citizens of intercultural communities.	**K_U09**	
A student is able to manage a team.	**K_U10**	
Students will gain the capability to participate or lead the team work which can aim at the change of particular intercultural reality and facilitate the progress of socio-cultural integration.	**K_K04**	

16.	Literatura obowiązkowa i zalecana / Compulsory and recommended literature:

(1) Barkai J., 2006, What's Cross-Cultural Mediator to do? A Low-Context Solution for a High-Context Problem, Cardozo Journal of Conflict Resolution, Yeshiva University; Cathcart R. S., Samovar L.A., 1992, Small Group Communication, Wm. C. Brown Publishers, Dubuque; Corey M. S., Corey G., 1986, Groups. Process and Practice, Brooks/Cole Publishing Company, Pacific Grove.
(2) Hofstede, Geert. Culture's Consequences: Comparing Values, Behaviors, Institutions and Organizations Across Nations, 2001, SAGE Publications, Inc.
(3-5) Rogers C. R. 1994, Stevens B., Person to person. The Problem of Being Human, A Condor Book, London; Goleman D., 1996, Emotional intelligence, Bloomsbury Publishing Plc, London; Rogers C. R., 1993, A therapist's view of psychotherapy, Constable, London; Kirshenbaum H., Henderson V. L., 1989, The Carl Rogers. Houghton Mifflin Company, London; Stewart I., 1993, Transactional Analysis Counseling in Action, SAGE Publications, London.
(6-7) Dickson D. A., Hargie O., Morrow N. C., 1993, Communication Skills Training for Health Professionals. An instructor's handbook, Chapman & Hall, London; Cathcart R. S., Samovar L.A., 1992, Small Group Communication, Wm. C. Brown Publishers, Dubuque; Barkai J., 2006, What's Cross-Cultural Mediator to do? A Low-Context Solution for a High-Context Problem, Cardozo Journal of Conflict Resolution, Yeshiva University.
(8-9) Goleman D., 1996, Emotional intelligence, Bloomsbury Publishing Plc, London; Kaplan H. I., Sadock B. J., 1988, Synopsis of Psychiatry. Behavioral Sciences. Clinical Psychiatry, Willliams & Wilkins, London; Haralambos M., Holborn M., 1995, Sociology. Themes and Perspectives, Collins Educational, London.
(10) Kaplan H. I., Sadock B. J., 1988, Synopsis of Psychiatry. Behavioral Sciences. Clinical Psychiatry, Willliams & Wilkins, London; Johnson, S. M., 1994, Character Styles, W. W. Norton & Company, New York London.
(11) Moore, Christopher W., How Mediation Works (Chapter 2), pp. 41-77, Designing a Plan for Mediation (Chapter 6), Building Trust and Cooperation (Chapter 7), pp. 141-192, in: Moore, Christopher W. The Mediation Process: : Practical Strategies for Resolving Conflict. 2nd ed. Jossey-Bass, 1996; Ury, William. Getting Past No: Negotiating with Difficult People. Bantam, 1992.
(12) Barcan, R., Nudity. 2004, A Cultural Anatomy, Berg, Oxford & New York; Goodson A., 1991, Therapy, Nudity & Joy. The Therapeutic Use of Nudity Through the Ages from Ancient Ritual to Modern Psychology, Elysium Growth Press, Los Angeles.
(13) Trompenaars, Fons, and Charles Hampden-Turner. Riding the Waves of Culture: Understanding Cultural Diversity in Global Business. 2nd ed. New York: McGraw-Hill, 1998, How We Manage Time (Chapter 9), pp. 123-144.
(14) Hall, Edward T., The Hidden Dimension and The Silent Language. New York, NY: Anchor Books, Doubleday, 1990. ISBN: 0385084765.
(15) Kaplan H. I., Sadock B. J., 1988, Synopsis of Psychiatry. Behavioral Sciences.

	Clinical Psychiatry, Williams & Wilkins, London; Critcher C., Critical Readings. 2006, Moral Panics and the Media, Open University Press, Maidenhead; Jenkins P., Intimate Enemies. Moral Panics in Contemporary Great Britain, ALDINE DE GRUYTER, New York; Goode E., Nachman B. Y., 1999, Moral Panics. The Social Construction of Deviance, Blackwell, Oxford & Cambridge.	
17.	Metody weryfikacji zakładanych efektów uczenia się np. / Course assessment e.g.: - egzamin ustny lub pisemny (T) / oral or written exam (T) - końcowa praca kontrolna (T) / final essay - pisemna praca semestralna (indywidualna lub grupowa) / final essay (individually or in group) (T) - przygotowanie wystąpienia ustnego (indywidualnego lub grupowego) / oral presentation (individually or in group) (T) - przygotowanie i zrealizowanie projektu (indywidualnego lub grupowego) / (T) individual or group project (T) - przygotowanie i zrealizowanie projektu (indywidualnego lub grupowego) / (T) individual or group project (T)	
	Assessment of individual student's preparation for the classes and participation in the discussions during the classes (knowledge based on pre-reading, interpretation capabilities, competences for finding and using new concepts and data, capacities of critical assessment of other students' work)	K_W01 K_W04
	Assessment of an oral presentation (15 minutes) on the subject related to the themes of the module based on individually selected data and additional readings.	K_W04 K_U08 K_U09
	Practical exercises focused on utilization of gained theoretical knowledge.	K_U09 K_K01 K_K04 K_U10
	Assessment individual student's preparation for the final oral exam based on the knowledge presented during the lecture and knowledge and skills acquired during the classroom instruction	K_W03 K_W04 K_W06 K_U08
18.	Warunki i forma zaliczenia poszczególnych komponentów przedmiotu/modułu: / Conditions and form of obtaining a credit for particular course components: - wystąpienie ustne (indywidualne) (T) / oral presentation (individual) (T) - egzamin ustny (T) / oral exam (T)	
19.	Nakład pracy studenta/doktoranta / Student's workload	

forma realizacji zajęć przez studenta	liczba godzin przeznaczona na zrealizowanie danego rodzaju zajęć / Estimated workload in hours
zajęcia (wg planu studiów) z prowadzącym / classroom instruction: - wykład / lecture*: - ćwiczenia / classes (discussions)*: - inne / other:	 **45 h** **30 h**
praca własna studenta/doktoranta (w tym udział w pracach grupowych) np. / Students' own work (including group work) e.g.: - pre-reading for classroom discussions - preparation of individual oral presentation - preparing for oral exam:	 **30 h** **15 h** **30 h**
Łączna liczba godzin / Total number of hours:	**150 h**
Liczba punktów ECTS / Number of ECTS credits:	**5**

(T) – realizowane w sposób tradycyjny