COURSE SYLLABUS

Cosmopolitan Communication: Connecting across Diplomats, Business Leaders and Civil Society Actors

e-Learning | 04 May 2019 – 31 May 2020

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Disclaimer and Acknowledgements

Please carefully read the Disclaimer and Acknowledgements documents located on this course's home page before beginning the course for more information about the terms and conditions of use of UNITAR's virtual learning environment and acknowledgement of those organizations for their authorization to use audio transcripts, webcasts and photographic imagery.

Course Presentation

Nowadays, as a result of the globalization process, individuals and organizations constantly need to be engaged in developing their intercultural competences in order to operate effectively in a multilateral setting and avoid barriers and prejudices in negotiation and mediation processes. Moreover, the understanding of cultural differences enhances the interactions within international relations and consequently brings more constructive outcomes.

This course aims at providing a broad and concise training for participants from a variety of backgrounds and professions, in order to develop their understanding and appreciation of the communication process, to encourage them to explore cultural differences and enhance their cultural awareness. Additionally, it is important to acquaint the participants on how to effectively manage conversations involving cultural differences.

Course Outline

Module 1: General Knowledge about Communication (4 - 10 May 2020)

Lesson 1: What is Cosmopolitan Communication?
Lesson 2: Types of Communication
Lesson 3: Communication Styles

Module 2: Concepts of Culture (11 – 17 May 2020)

Lesson 1: Basic Concepts of Culture
Lesson 2: Hofstede's Cultural Dimensions
Lesson 3 : Trompenaars' Cultural Dimensions

Module 3 : Interpersonal Communication (18 - 24 May 2020)

Lesson 1: Components of Interpersonal Communication: Transmission and Reception
Lesson 2 : Effective Interpersonal Commmunication
Lesson 3 : Communication Channels
Lesson 4: Points to Consider in a New Encounter
Lesson 5: Developing Interpersonal Relationships with Strangers

Module 4: Bridges and Barriers to Cosmopolitan Communication (25-31 May 2020)

Lesson 1: Effective Cosmopolitan Communication
Lesson 2: The Developmental Model of Intercultural Sensitivity
Lesson 3: Culture Shock
Lesson 4: Effective Multicultural Meetings

Contents and Learning Objectives

	Content	Learning objectives At the end of the module, you will be able to:

Module 1
 	
General knowledge about communication
	• Verbal communication
	• Nonverbal communication
	• The use of Nonverbal communication
	• Types of Nonverbal communication
	• Communication styles
	   o Linear and circular communication
	   o Formal and informal communication
	   o Direct and indirect communication
	   o Low and high context communication
	   o Task-centered and relationship-centered communication
		• Describe the different types of communication
		• Define verbal communication and its components
		• Describe nonverbal communication, its functions and types
		• Identify and discuss the different communication styles

Module 2 **Concepts of Culture**	• Basic concepts of culture • Hofstede's Cultural Dimensions • Trompenaars' Cultural Dimensions	• Define and discuss the basic concepts of culture • List the dimensions involved in intercultural understandings • Identify the basic concepts arising from the five cultural dimensions developed by G. Hofstede • List and describe the different cultural dimensions developed by F. Trompenaars
Module 3 **Interpersonal Communication**	• Components of interpersonal communication – transmission and reception • Effective interpersonal communication • Communication channels • Points to consider in a new encounter • Developing interpersonal relationships with strangers	• Define interpersonal communication and its components • List the steps needed in order to achieve effective interpersonal communication • Discuss the communication channels used for message transmission • Identify the main points to consider in a new encounter • List and explain the different forms of social relationships
Module 4 **Bridges and barriers to cosmopolitan communication**	• Effective cosmopolitan communication • Why misinterpretations occur • Barriers to communication • The Developmental Model of Intercultural Sensitivity • Culture Shock • Effective multicultural meetings	• Discuss effective cosmopolitan communication • List the various barriers to communication • Describe the Model of Intercultural Sensitivity and list and discuss its different stages • Define Culture Shock and its stages • Identify cultural differences in meetings

Methodology

The course will be delivered via the e-Learning platform Moodle (please see the course *User's Guide* for instructions on using this platform). This pedagogical tool will help the participant meet the course's learning objectives through a self-paced study routine supported by multimedia, optional and required readings, discussion forums, assessment quizzes, and interactive exercises. Adapted specifically to full-time professionals, participants will learn by: absorbing (reading), doing (activities), interacting (socializing), and reflecting (relating to personal experience).

Materials will be posted online on a weekly basis. Your course is divided into four modules which contain the same structural elements:
- Content
- Learning Objectives
- Lesson Material (text, videos, and documents)
- Interactive Exercise
- Assessment
- Discussion Board
- Webinars (weekly)

Grading Policy and Course Completion

Students are eligible for a course certificate upon successful course completion. The final result consists of 70 % for the module-based assessments and 30 % for the weekly exercises. Successful completion requires:

- **8 out of 10 questions correct for EACH of the four module-based assessments**; you may take each assessment up to **three** times (questions are randomized from a larger pool of questions and therefore will change upon assessment attempts);

- Completion of the **weekly exercises** provided with each module. Please note that some of the exercises require discussions with the whole course in the weekly Discussion Board.

  Please note that you will only pass the course if you fulfill these two assignments **for each module.**

- Participation in the weekly Discussion Board forums; your posts will be evaluated according to both **quantity and quality** (e.g., content relevance and contribution to overall discussion).[1]

Before moving to the next module, you should: **(a)** read all the core module texts, **(b)** take the module-based assessments, **(c)** complete the exercises and **(d)** participate in the weekly Discussion Board forums. You are encouraged to consult the optional external links to

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[1] See Disclaimer sections (h), (i) and (j) for more information regarding the terms and conditions of use of forums.

enhance your knowledge of the given lesson's topic (e.g., links to websites and additional documents).

All assessments, once made available, will remain accessible until the end of the course and you can be taken anytime during the duration of the course, however, assessments should be taken before moving to the next module.

UNITAR's e-Learning Committee will make the final decision regarding certificates in consultation with the Course Director. UNITAR reserves the right to award certificates only to those considered as "eligible" participants. We urge you to take a clear note of the above requirements. If you need any clarification, please do not hesitate to contact the Multilateral Diplomacy Programme Team.

Study Planning

The following study grid indicates which course activities are mandatory.

Activity	Mandatory
Interactive Course	Yes
External Links and Readings	No, recommended
Cybrary[2]	No
Module Assessments	Yes
Discussion Forum	Yes
Exercises	Yes
Online Chat	No, recommended
Course Evaluation	Yes
Weekly Webinars	Yes

What is distinct about this learning experience is that it is an **online** learning experience. Online training, by its very nature, entails delivery of educational content over the internet. As you will proceed in this course, training materials will be made available to you through UNITAR's e-Learning portal. This course will also provide links to other web resources such as references and documents. Additionally, it will require you to use simple collaborative tools such as email exchanges among the group/participants who have registered for this course as well as participate in a discussion forum.

The UNITAR team is available to provide guidance and user information to help you participate and **contribute actively** to this discussion forum, which is an important requirement for completing this course. You will also have access to a Course Director (or

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[2] The Cybrary contains important course information; please see the next section on the course's Learning Content.

instructor) who will animate the discussion board as well as answer substantive and course related questions (either using the Discussion Board or through a traditional email method). There will thus be no face-to-face interaction. All interaction will take place through the internet using UNITAR's e-Learning portal!

The **advantages** of online training are many. You are able to:
- schedule and pace your learning according to your specific needs
- make use of additional resources using the internet
- work from office or home as long as you have a computer with an internet connection
- connect with your fellow participants and instructors through the learning portal and one live chat

The lack of face-to-face interaction will require more discipline and pro-active planning on your end in order to successfully meet the course's learning objectives. In this regard, it is thus different and distinct from a traditional face-to-face training course.

The following **Complete Course Schedule** indicates when materials will be posted online and taken offline. Note that following the fourth week, material will remain available online for the wrap-up session in which participants can take the Course Evaluation, as well as finish all assessments until the specified date.

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday / Sunday
4 May 2020	First Day Module 1 online	Discussion Board (DB) 1 + Assessment 1 + Exercise 1 online	Webinar 12:00 Geneva time	-	Module 2 online	-
11 May 2019		DB 2 + Assessment 2 + Exercise 2 online	Webinar 12:00 Geneva time		Module 3 online	-
18 May 2019		DB 3 + Assessment 3 + Exercise 3 online	-	Webinar 12:00 Geneva time	Module 4 online	-
25 May 2019	Evaluation Online	DB 4 + Assessment 4 + Exercise 4 online	Webinar 12:00 Geneva time	-	-	-
1 June 2019	Discussion Board Closed		-	Assessments and Exercises Closed Assessment Answers Online		Evaluation Closed Course Closed

Although this online course is **asynchronous** – meaning that the interaction between you and the trainers or fellow participants will take place mostly intermittently with a time delay – it will be important to establish a course study routine that best adapts to your work schedule, family commitments, Internet connection speed, etc. This will allow you to complete your assignments and tasks in time (on a week-by-week basis) and thus maintain a similar pace as other course participants. *Please note that the MDP e-Learning Team will send a reminder if your module-based assessments have not been completed.*

Learning Content[3]

The complete set of course materials **will NOT be available all at once on the UNITAR portal. Materials will be posted on a weekly basis.** Learning materials are organized as follows:

1. Interactive Course

The interactive course is the core mandatory learning activity. The various module lessons contain links to external documents and websites, videos, questions and suggested responses, and basic text. The lessons are relevant to a wide demographic of participants, both those with basic knowledge on the topic as well as those with more advanced knowledge who wish to focus on the more specialized points of the course.

2. Exercises

Each module is accompanied by an interactive exercise which is mandatory for all participants. They will offer the opportunity to apply the knowledge acquired in the respective reading material. Some of these exercises will require the participants to first write a short text and later discuss is with the whole course via the discussion forum. These exercises will enable the participants to actively test their intercultural communication abilities and make this learning experience all the more successful and interesting.

3. Resources

The Resources section contains both optional and mandatory materials to enhance your understanding of a given lesson's subject matter. For example:

> **The Cybrary** (Cyber Library) contains many additional resources, including:
> i. Printable PDF version of each module (with the Documents to Download cited in each module)
> ii. Optional readings

4. Online Chat

Mandatory Online Chats will take place <u>on a weekly basis</u>. In these chats, the participants have the opportunity to directly communicate with the Course Director, Mr. Ramin Kaweh. For one hour, Mr. Kaweh will be available for any questions or discussions relating to the course content. In order to make the chats a truly interactive and interesting experience Mr.

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[3] See Disclaimer for more information regarding the terms and conditions of use of the course material.

Kaweh will suggest a discussion topic or question for the webinars as well as answer questions by participants.

5. Key to Icons

Example of a generalization
This icon is used to draw your attention to specific examples of cultures/countries that are characteristic to the behavior that is being described in the text next to them.

Video Clip
A link to a video applicable to the module.

Document to download / Link to external site
This icon is used to draw your attention to documents available to download, as well as internet links to websites related to the course material.

Course Moderators

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Mr. Ramin Kaweh is the Founder and Managing Director of a Swiss facilitation and training consultancy, specialized in delivering services with International Organizations and Multinational Corporations. He has given seminars and presentations across four (4) continents and in more than 25 countries worldwide.

Prior to that, Mr. Kaweh worked as a Research and Knowledge Manager and a Senior Trainer with a large European training and consulting firm. Furthermore, his substantive previous work experience includes working as a Senior Consultant with Andersen Business Consulting on people management and process optimization, and as a Programme Expert with the UN in Geneva, where he facilitated large-scale workshops between CSOs/NGOs and governmental authorities at UN Summits and preparatory conferences.

Mr. Kaweh was also a University Lecturer for several years at four different universities in London and Paris in the field of International Relations and Management. Mr. Kaweh has pursued his Ph.D. at the London School of Economics, researching Globalisation Studies and Identity, after obtaining his Master of Arts with distinction in the field of International

Relations and Conflict Resolution from the University of Kent. He also holds degrees in Political Science and Economics from the University of Toronto and the American University of Paris. He has lived and worked in eight (8) countries.

Ramin Kaweh is a certified United Nations Trainer and Coach, and a certified Myers-Briggs Type Indicator (MBTI) Coach, as well as with the Leadership Style Analysis (LSA). He has also been trained as a Community Mediator in both Paris and London.

Technical Support

For any technical issue or coordination matter, please contact Daniel Nazarov by writing him a message at daniel.nazarov@unitar.org