



Douglas College

COURSE INFORMATION

A. Division: INSTITUTIONAL

ARTS

Revision of Course
Information Form

Program

C: CMNS 217

D: INTERPERSONAL
COMMUNICATION FOR THE
MULTICULTURAL WORKPLACE

E: 3

Subject Code Number

Description

Semester/Credits

O. COURSE OBJECTIVES (cont'd)

Awareness:

With the context of the multicultural workplace, students will be able to

1. show awareness of the influence of one's own culture on

P. COURSE CONTENT (cont'd)

IV. Examining interpersonal skills for communicating in the multicultural workplace:

- awareness of the influences of one's own culture

- awareness of differences in communication style

- sensitivity to non-verbal behaviour

- Knowledge of workplace-oriented culture general and culture specific information

- awareness of different cultural approaches to conflict

- differentiating task-oriented from relationship-oriented communication

- mindfulness

b. prerequisite skills for constructive

- expressing respect

- attending, observing and listening to

- describing, interpreting, evaluating

- generating and testing hypotheses

- perception-checking

- giving appropriate constructive feedback

c. prerequisites for resolving misunderstanding:

- sensitivity to social and cultural issues

- intercultural empathy

- ability to manage anxiety associated with unfamiliarity

