

## Global Learning Semesters

### Course Syllabus

Course: HOSP-490 Intercultural Communication

Department: Hospitality and Tourism

Host Institution: University of Nicosia, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
HOSP-490	Intercultural Communication	3
Semester Offered	Contact Hours	Prerequisites
Fall	42	Senior
Department	Level of Course	Language of Instruction
Hospitality and Tourism	Upper Division	English

### Course Description

Organizations such as hotels form, develop and maintain themselves on the basis of effective communication. Communication, particularly intercultural communication, is a vital means for accomplishing organizational tasks as organizations, including the hospitality industry, have to operate within a multi-cultural and multi-racial environment. This course is designed to introduce students to the theories/principles of intercultural communication within an organizational context, to help students identify and analyze key communication processes that are essential to organizational success, and to enable them to understand and assess the impacts of cultural diversity in the process of organizational communication.

### Instructor

Dr. Tao Papaioannou

### Course Aims and Objectives

To enable students to cope with the cultural diversity among co-workers and guests in the hospitality industry.

### Teaching Methods

The course is delivered through lectures and case studies.

### Course Teaching Hours

42 hours (lectures). The course is delivered during the Fall semester over a 14 week period (3 hours / week).

### Evaluation and Grading

Class Participation: 10%  
Report: 20%  
Mid-term: 30%

Final Exam: 40%

## Readings and Resources

### Required Textbook

- Canary, D. J. and Cody, M. J., Interpersonal communication. New York: St. Martin's Press.
- Galvin, K.M. and Cooper, P.,. Making connections. Los Angeles, California: Roxbury Publishing Company.
- Hutchinson, K.L., Readings in organizational communication. Dubuque, Iowa: Wm. C. Brown Publishers
- Tayeb, M. H., The management of a multicultural workforce. Chichester: John Wiley & Sons

### Recommended Reading

- Dues, M. and Burgoon, M., Communication, organization, and work. New York: The McGraw-Hill Companies, Inc.
- Nicotera, A. M., Conflict and organizations: Communicative processes. Albany, New York: State University of New York Press.
- Pavitt, C. and Curtis, E., Small group discussion: A theoretical approach. Scottsdale, Arizona: Gorsuch Scarisbrick, Publishers.