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| Course ID: | Course Title: | Winter 2017 |
| BUS 261 | Global Business Practices | Prerequisite: 30 credits or Permission of Department |
| | | Credits: 3 |

| Class Information | | Instructor Information | | Important Dates | |
|----------------------|---------------------|------------------------|--------------------------|--|---------------------|
| Days: | Wed/Fri | Instructor: | Murray Young, PhD | First day of classes: | Wed., Jan 4, 2017 |
| Time: | 11:15 am – 12:30 pm | Email: | Murray.young@ambrose.edu | Last day to add/drop, or change to audit: | Sun, Jan. 15, 2017 |
| Room: | A1085 | Phone: | | Last day to request revised exam: | Mon, Mar. 6, 2017 |
| Lab/Tutorial: | | Office: | | Last day to withdraw from course: | Fri, Mar. 17, 2017 |
| | | Office Hours: | Wed/Fri 10 – 11 am | Last day to apply for coursework extension: | Mon, Mar. 29, 2017 |
| Final Exam: | | | | Last day of classes: | Tue, April 11, 2017 |

Course Description

This course provides a survey of business practices in various regions around the world, comparing and contrasting social and cultural differences that impact business interactions and cross-cultural communication.

Expected Learning Outcomes

Through diligent preparation before, active participation in, and reflection after class, participants are expected to develop:

- increased awareness of and appreciation for the forces that shape commerce in an evolving global environment;
- enhanced ability to examine and explain inter-relationships that shape decisions and decision-makers at local, national and international levels;
- greater capability to articulate the 'pro' and 'con' of policies and practices of organizations comprising the global business context;
- improved familiarity with the vocabulary and geography of global business.

In short, learners will gain a general overview of the process and effect of internationalization in contemporary business, along with an introduction to theories, concepts and skills relevant to managing effectively in today's global environment. Participants will have opportunity to integrate knowledge they have gained from personal experience and other courses and apply their accumulated knowledge to global phenomena.

I suggest assessing and keeping track of your progress toward these outcomes on a bi-weekly basis.

Textbooks

Luthans, F. and Doh, J. P. *International Management*, 2015. 9th edition; International Student Ed. (Available via arrangement with the Department of Business.)

Additional readings may be distributed as developments in global business will occur through-out our course of study.

Course Schedule

Weekly Reading and Assignment Schedule (subject to adjustment as the University dictates)

| Date | Topics (Text Reading) | Other information |
|----------|---|---|
| W Jan 4 | Course overview; Sharing of expectations, process, questions | Importance of geography, vocabulary |
| F Jan 6 | International linkages (2-15; 18-28) | Participants share initial thoughts on Assessment Project |
| W Jan 11 | Environmental realities (34, 36-46, 48, 50-59) | Nugget #1 (all 'nuggets' to be posted a minimum 12 hrs before class on Moodle) |
| F Jan 13 | Ethics and culture (62-84) | Discussion of expectations for next week |
| W Jan 18 | Project work day (110-120) [Instructor available for phone/skype appointment(s)] | Nugget #2 due |
| F Jan 20 | Guest speaker: cultural dimensions (121-142) | |
| W Jan 25 | Catch up and review (146-171) | Nugget #3 due |
| F Jan 27 | National cultural diversity (32, 61, 86, 144, 172, 199, 237, 305, 340, 384, 391, 453 ...) | ... (reading continued) 491, 536 |
| W Feb 1 | Organizational culture (174-197) | Nugget #4 due |
| F Feb 3 | Assessment project status reports: In-class, verbal and visual, 4 minutes each | Speaking notes and visuals on-paper for instructor at start of class |
| W Feb 8 | Assessment project status reports: In-class, verbal and visual, 4 minutes each | Nugget #5 due; Speaking notes and visuals on-paper for instructor at start of class |
| F Feb 10 | Mid-term exam #1 (first 40 minutes) * | |
| W Feb 15 | Cross-cultural communication (200-221) | Nugget #6 due |
| F Feb 17 | Negotiations (222-236; 238-243) | In-class case Coca-Cola |
| W Feb 22 | No class meeting | |

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| F Feb 24 | No class meeting | |
| W Mar 1 | Entry strategies (302-309; 315-327) | Nugget #7 due |
| F Mar 3 | Structure and Risk (328-339; 342-353) | |
| W Mar 8 | Strategy formulation (354-362; 274-282) | Nugget #8 due |
| F Mar 10 | Strategy Implementation (283-303) | In-class mini-case to be determined |
| W Mar15 | Leadership: personal and professional (454-476) | Nugget #9 due |
| F Mar 17 | Authentic & Servant Leadership (477-488) | |
| W Mar22 | Assessment project report presentations | Nugget #10 due |
| F Mar24 | Assessment project report presentations | |
| W Mar29 | No class meeting—Research Conference | Nugget # 11 due if needed |
| F Mar31 | Catch-up and review | |
| W Apr 5 | Mid-term #2 * | Nugget #12 due if needed |
| F Apr 7 | Working Internationally (503-521) | In-class case |
| Apr 11-12 | Verbal executive briefing held with the instructor(individual specific times) | Individual scheduled appointments; on campus if possible |

* Participants will be given opportunity to contribute in advance a question and thorough answer for possible inclusion.

Requirements:

| Dimension | Proportion |
|--|------------|
| “Nuggets” | 10% (max.) |
| Assessment Project (part one 15%; part two 25%) | 40% |
| Mid-term exams (n=2; 20 % each) | 40% |
| Executive briefing (during exam week) | 5% |
| Learner’s discretionary ‘added weight’* (not to nuggets) | 5% |

* can be declared after first mid-term

Class members are expected to attend and participate in each scheduled class meeting. Pre-class preparation is a requirement of all participants (readings, written work, assignments). If external circumstances prevent you from attending or adequately preparing for a class, let the instructor know.

Note: to pass the course, participants must achieve an overall grade of at least 50% and receive a passing grade on the average of all individual assignments.

Submission of Assignments

Unless otherwise instructed, all assignments are due at the time indicated in the reading and assignment schedule. Late assignments (excluding 'nuggets') lose 20% per day late. In the case of legitimate or approved absences, and at the instructor's discretion, the assigned date may be rescheduled to a later date. (If this is not practically possible, the marks may be reallocated to other components of the grade.)

Assignments

"Nuggets"

Written, individual assignment submitted via email at least 12 hours ahead of the class session listed in the schedule. (Not to exceed one typed page.) The writing is to reflect a "good faith effort" to interact with the material to be covered the next day. "Nuggets" should address related topics from other concepts, readings, class discussion or assignments. You need to also pose a question for possible in-class discussion. Cross-referencing current events in global business with course concepts will be looked upon favourably. Be prepared to share in-class an aspect or two of your "nuggets".

The instructor is open to suggestions for brief *You Tube* clips, guest speakers, and other opportunities which benefit all class members. Write these into a "nugget".

Note: "Nuggets" can earn a maximum of 10% but more than 10 are noted in the schedule. I understand that on occasion "life happens" and a submission might be missed.

Assessment Project

This assignment allows you to focus your mastery of course concepts on a global business phenomena of particular interest. The intent is for you to identify and apply constructs from each chapter in the text for powerful personalized learning and possible career involvement.

Initially: identify an activity sector and multinational organizations active therein. Examples might include NGO's (like Medicin Sans Frontiers, the International Red Cross, the W.H.O., the World Bank); philanthropic/charitable/educational entities (like Samaritan's Purse; Youth With A Mission; Habitat for Humanity); corporations (see the "Name Index" page 637-648 of our text book for ideas).

Investigate the sector and organization to learn key activities and countries. Select an activity—organization—country triad that is new and of strong interest to you. Report the information to the instructor via Moodle. A list will be compiled of the intended areas for analyses.

On-going: While the assessment project is a 'solo' endeavor, learners are free to pass on to class-mates information that may be useful. Keep a 'log' (electronic or paper) of constructs from each chapter and class session that you can 'build into' your assessment project.

Part One of the project will be verbal 'status-report' presented to the class (speaker notes and visuals on-paper for the instructor).

Part Two will be a written report due no later than the class session following your in-class presentation near the end of the term. Create an executive summary for use in your presentation (which is due at the time you present). All Assessment Project submissions and activities require synthesis, critical thinking, and prognosis.

As each chapter and class period is addressed, keep a log of constructs, questions, developments, and data that can be incorporated into your Assessment Project.

Mid-term exams (n=2)

In-class exam of 40 minutes length. A 'study guide' will be distributed some days prior to the event. Various answer formats will be employed.

Assessment Project submission. Early in the university's 'exam week', each class member will hold an 'executive briefing' with the instructor (5-6 minutes in length). Summarize the key learnings from your term project work and experience in single typed page (bullet points are fine), and bring it to the briefing.

Attendance:

Expected

Grade Summary:

The available letters for course grades are as follows

| % grade | Letter grade | Descrip'n | % grade | Letter grade | Descrip'n | % grade | Letter grade |
|-----------|--------------|-----------|----------|--------------|--------------|----------|--------------|
| 95 to 100 | A+ | | 90 to 94 | A | Excellent | 85 to 89 | A- |
| 80 to 84 | B+ | | 76 to 79 | B | Good | 72 to 75 | B- |
| 68 to 71 | C+ | | 64 to 67 | C | Satisfactory | 60 to 63 | C- |
| 55 to 59 | D+ | | 50 to 54 | D | Minimal pass | 0 to 49 | failure |

The relationship between raw scores (e.g., percentages) and the resultant letter grade is dependent on the nature of the course and the instructor's assessment of the level of each class compared to similar courses taught previously. Thus, there is no uniform university-wide conversion scale. Final grades will be available on the student registration system. Printed grade sheets are not mailed out.

Because of the nature of the Alpha 4.00 system, there can be no uniform University-wide conversion scale. The relationship between raw scores (e.g. percentages) and the resultant letter grade will depend on the nature of the course and the instructor's assessment of the level of each class, compared to similar classes taught previously.

Please note that final grades will be available on student registration system. Printed grade sheets are not mailed out.

Other:

Concluding Note: I look forward to working together with you. Ours will be a special time in BUS 261.

Ambrose University Academic Policies:

Communication

All students have received an Ambrose e-mail account upon registration. It is the student's responsibility to check this account regularly as the Ambrose email system will be the professor's instrument for notifying students of important matters (cancelled class sessions, extensions, requested appointments, etc.) between class sessions. If students do not wish to use their Ambrose accounts, they will need to forward all messages from the Ambrose account to another personal account.

Registration

During the **Registration Revision Period** students may enter a course without permission, change the designation of any class from credit to audit and /or voluntary withdraw from a course without financial or academic penalty or record. Courses should be added or dropped on the student portal by the deadline date; please consult the List of Important Dates. After that date, the original status remains and the student is responsible for related fees.

Students intending to withdraw from a course after the Registration Revision Period must apply to the Office of the Registrar by submitting a "Request to Withdraw from a Course" form or by sending an email to the Registrar's Office by the **Withdrawal Deadline**; please consult the List of Important Dates on the my.ambrose.edu website. Students will not receive a tuition refund for courses from which they withdraw after the Registration Revision period. A grade of "W" will appear on their transcript.

Students wishing to withdraw from a course, but who fail to do so by the applicable date, will receive the grade earned in accordance with the course syllabus. A student obliged to withdraw from a course after the Withdrawal Deadline because of health or other reasons may apply to the Registrar for special consideration.

Exam Scheduling

Students, who find a conflict in their exam schedule must submit a Revised Examination Request form to the Registrar's Office by the deadline date; please consult the List of Important Dates. Requests will be considered for the following reasons only: 1) the scheduled final examination slot conflicts with another exam; 2) the student has three final exams within three consecutive exam time blocks; 3) the scheduled final exam slot conflicts with an exam at another institution; 4) extenuating circumstances. Travel is not considered a valid excuse for re-scheduling or missing a final exam.

Electronic Etiquette

Students are expected to treat their instructor, guest speakers, and fellow students with respect. It is disruptive to the learning goals of a course or seminar and disrespectful to fellow students and the instructor to use electronics for purposes unrelated to the course during a class session. Turn off all cell phones and other electronic devices during class. Laptops should be used for class-related purposes only. Do not use iPods, MP3 players, or headphones. Do not text, read, or send personal emails, go on Facebook or other social networks, search the internet, or play computer games during class. Some professors will not allow the use of any electronic devices in class. The professor has the right to disallow the student

to use a laptop in future lectures and/or to ask a student to withdraw from the session if s/he does not comply with this policy. Repeat offenders will be directed to the Dean. If you are expecting communication due to an emergency, please speak with the professor before the class begins.

Academic Policies

It is the responsibility of all students to become familiar with and adhere to academic policies as stated in the Academic Calendar. Personal information (information about an individual that may be used to identify that individual) may be required as part of taking this class. Any information collected will only be used and disclosed for the purpose for which the collection was intended. For further information contact the Privacy Compliance Officer at privacy@ambrose.edu.

Extensions

Although extensions to coursework in the semester are at the discretion of the instructor, students may not turn in coursework for evaluation after the last day of the scheduled final examination period unless they have received permission for a course Extension from the Registrar's Office. Requests for course extensions or alternative examination time must be submitted to the Registrar's Office by the deadline date; please consult the List of Important Dates. Course extensions are only granted for serious issues that arise "due to circumstances beyond the student's control."

Appeal of Grade

An appeal for change of grade on any course work must be made to the course instructor within one week of receiving notification of the grade. An appeal for change of final grade must be submitted to the Registrar's Office in writing and providing the basis for appeal within 30 days of receiving notification of the final grade, providing the basis for appeal. A review fee of \$50.00 must accompany the appeal. If the appeal is sustained, the fee will be refunded.

Academic Integrity

We are committed to fostering personal integrity and will not overlook breaches of integrity such as plagiarism and cheating. Academic dishonesty is taken seriously at Ambrose University as it undermines our academic standards and affects the integrity of each member of our learning community. Any attempt to obtain credit for academic work through fraudulent, deceptive, or dishonest means is academic dishonesty. Plagiarism involves presenting someone else's ideas, words, or work as one's own. Plagiarism is fraud and theft, but plagiarism can also occur by accident when a student fails or forgets to acknowledge to another person's ideas or words. Plagiarism and cheating can result in a failing grade for an assignment, for the course, or immediate dismissal from the university college. Students are expected to be familiar with the policies in the current Academic Calendar that deal with plagiarism, cheating, and the penalties and procedures for dealing with these matters. All cases of academic dishonesty are reported to the Academic Dean and become part of the student's permanent record.

Note: Students are strongly advised to retain this syllabus for their records.