

Module 9 – Review

1. Culture
2. Interaction
3. Cross-Cultural Communication and Expectations
 - a. Dimensional Model of Cultural Differences
 - i. Power Distance
 - ii. Individualism vs. Collectivism
 - iii. Masculinity vs. Femininity
 - iv. Uncertainty Avoidance
 - v. Confucian dynamism
4. International Faculty Handbook
 - a. International Faculty
 - b. Welfare
 - c. Academic Affairs
 - d. Research Support
5. Dealing with Conflict and Resolving Problems
 - a. Dealing with Conflict
 - b. Dealing with Complaints
 - c. Dealing with Questions
 - d. Voice Tone
 - e. Body Language
 - f. Cross Cultural Comparisons
 - g. Golden Rules
6. Face to Face
7. Telephone
8. Email