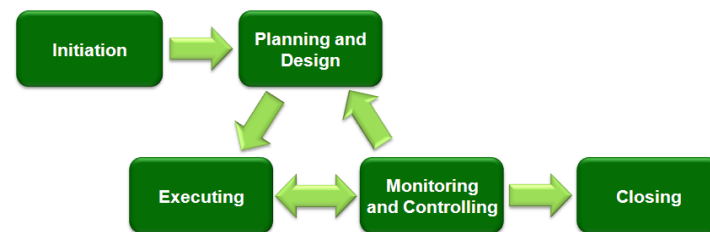


How the Programme Works

INTRODUCTION

Meeting the challenges of a project even under normal circumstances is at times an arduous task.



This programme provides the participants with the necessary tools and competencies to manage projects in a global environment. The curriculum comprises the fundamentals of not only an international perspective of project management but equally the communication skills pertinent to a culturally diverse team.

Prior to registration, programme candidates meet with their future supervisor to discuss their personal and/or professional motives and goals. Through guidance and counselling, a learning roadmap is then developed.

In addition, throughout the process, the mentoring continues by scheduled meetings and on-the-job assistance.

Certification includes five courses/seminars:

1. International Business Communications [IBC]
2. International Project Management [IPM]
3. Culture in Decision-Making
4. Conflict and Culture
5. Needs and Perspectives: cultural perspectives

Two fundamental courses of a three day duration: IBC and IPM. Two intensive courses of a one day duration: Culture in Decision-Making and Conflict and Culture and finally, one seminar of a half-day duration: Needs and Perspectives: cultural perspectives.

It is recommended to complete the curriculum within a six to 12 month period: February – May and September to December.

For further details and information to arrange an interview or to obtain further details as to content, pricing, or scheduling, please contact

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SYLLABUS

INTERNATIONAL BUSINESS COMMUNICATIONS

Audience: Individuals who are required to communicate (verbal and written) using various media on a regular basis outside of their culture.

Level: Cultural Appreciation and Cultural Competency. An introductory course is also available to accommodate Cultural Awareness.

Contents: Listening, communications techniques, media use, letter (e-mail) writing, speech preparation, and the art of PowerPoint tailored to low- and high-context cultures.

Learning outcomes: How to code-switch for efficient and effective communication skills.

INTERNATIONAL PROJECT MANAGEMENT

Audience: Individuals who are required to manage projects or are employed as members of a project team with intercultural/international components.

Level: Cultural Competency. An abridged course is also available to accommodate Cultural Awareness and Cultural Appreciation.

Contents: Project management knowledge areas (time, risk, cost, etc.) and culture, interfacing and working with virtual teams, procurement (off-shoring, near-shoring)

Learning outcomes: How to plan and execute projects in an intercultural environment while respecting cost, scope, and schedule constraints.

THE SIGNIFICANCE OF CULTURE IN DECISION-TAKING

Audience: Individuals who work closely with colleagues of another culture often on a daily basis ---decision taker, team leads, organisers, Human Resource managers, planners.

Level: Cultural Competency.

Contents: Identifying, and interpreting values, expectations, attitudes, and beliefs; impacts of organisational internal culture interactions with external cultures; the identification and influence of stakeholders; low- and high-context cultures, individualistic versus collectivistic mind-sets.

Learning outcomes: How to cope with culturally diverse decision-taking models while lessening possible negative impacts.

CONFLICT AND CULTURE

Audience: Individuals who work closely with colleagues of another culture often daily ---decision taker, team leads, organisers, and planners.

Level: Cultural Competency.

Contents: Cultural perspectives on conflict and conflict avoidance, the elements of Face, correlates of culture as determinants of conflict, and diversity.

Learning outcomes: How to identify and remedy potential conflictual situations before they occur or resolve those in progress.

NEEDS AND INCENTIVES: CROSS-CULTURAL PERSPECTIVES

Audience: General management practitioners, project managers, HR managers.

Level: Cultural Competency. An abridged course is also available to accommodate Cultural Awareness and Cultural Appreciation.

Contents: Comparing perceptions of the value of work, motivation to work, members' changing values, needs and wants, and designing and managing incentive systems.

Learning outcomes: How to motivate employees, professionals, and managers of different cultures.