CIIE Santiago, Chile

Course title: Internship Seminar
Course code: (GI) INSH 3801 STCH
Programs offering course: Santiago CH Open Campus Block
Language of instruction: English
U.S. semester credits: 3
Contact hours: 45
Term: Fall Block I 2020

Course Description

This course seeks to immerse students in a professional work environment. Students will have the opportunity to observe and interact with co-workers, and will learn how to recognize and respond to cultural differences. They will compare concepts of teamwork and interpersonal interactions in different cultures as experienced on the job. Seminar work will help students apply academic knowledge in a business setting and identify opportunities to create value within the company. Students will research a specific topic related to their work placement and present their findings in a final research report.

Learning Objectives

By completing this course, students will:

- Identify and analyze cultural dimensions in organizational behavior.
- Analyze and develop intercultural skills.
- Compare teamwork and interpersonal interactions in different cultures.
- Integrate critical thinking in cross cultural contexts.
- Demonstrate understanding and awareness of ethical issues in cross-cultural settings.
- Demonstrate expertise and creative thinking on a specific topic related to their internship.
- Relate the internship experience to lifelong learning and career development.

Course Prerequisites

None.
Methods of Instruction

The course will be run as a seminar in which we will address intercultural adaptation issues through the readings and apply them to experiential situations. In each session students will examine an intercultural topic incorporating critical incidents from the workplace. Course discussions will be based upon both the insights and experiences of the students as well as the assigned and suggested readings.

Assessment and Final Grade

1. Internship Participation 15%
2. Reflection Journal 20%
3. Informational Interview 10%
4. Internship Work Plan Pre, Post 15%
5. Capstone Project- Telling Your Story Presentation 20%
6. Participation 20%

TOTAL 100%

Course Requirements

Internship Participation

Your internship is a professional commitment and you are expected to complete the hours agreed upon between you, your internship site supervisor, and the on-site CIEE staff. The commitment for this program is 100-120 hours total.

Hours completed in the internship will be documented by the internship site supervisor as part of the CIEE evaluation of student performance. This will be taken into account by the instructor in assessing internship attendance and participation.

Emphasis on course objectives:

1. Identify and analyze the leadership principles and intercultural values that make an impact on the work environment.
2. Assess the significance of culture on an organization through the framework of adaptive leadership.
3. Identify the interaction between culture and leadership in the work environment.
4. Explore how to become more sensitive to cultural differences, interactions, and experiences.
5. Enhance skills in identifying problems, strategic questioning, reflection and meaning making.

Reflection Journal

The instructor will provide weekly prompts to assist students in reflecting upon the internship, the cultural experience in the host country, and the connection to academic course content.

Emphasis on course objectives:

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Informational Interview

Students will conduct one informational interview with an individual that is ideally in the host country, or at minimum outside of their primary cultural context. The goal of this assignment is to develop networking skills by conducting an informational interview.

Emphasis on course objectives:

1. Enhance skills in identifying problems, strategic questioning, reflection and meaning making.

Internship Work Plan Pre, Post

Internship Work Plan Pre (7%)
Students will create an internship work plan in collaboration with their site supervisor. It is the responsibility of the student to initiate this meeting with the supervisor.

Within the plan these criteria must be addressed.

- Outline of the mission of the organization and how the student’s work will connect to this mission.
- Specific goals set by the internship site partner that the student agrees to and to be completed by the end of the internship.
- Proposed strategies by student of how he/she/they will achieve these goals (e.g. research resources, skills that will serve as gifts to the organization etc.)
- Expectations of how students are to conduct themselves at the field site.
- Communication plan for how the site partner and student will keep in touch regarding the work.

Emphasis on course objectives:

1. Explore how to become more sensitive to cultural differences, interactions, and experiences.
2. Enhance skills in identifying problems, strategic questioning, reflection and meaning making.

Internship Work Plan Post (8%)

At the conclusion of the internship, provide an update on the goals outlined in the initial internship work plan. Identify successes. Identify challenges that might have impacted progress toward a goal/s and identify what you would do differently in this case, or a similar situation in the future.

Emphasis on course objectives:

1. Explore how to become more sensitive to cultural differences, interactions, and experiences.
2. Enhance skills in identifying problems, strategic questioning, reflection and meaning making.

Capstone Project- Telling Your Story Presentation
A capstone project is designed to “pull it all together.” In preparing to tell the story, students will draw upon their internship experience, cultural experiences outside the classroom, reflective journals, class discussions, peer group experiences, and academic course content.

Emphasis on course objectives:

1. Identify and analyze the leadership principles and intercultural values that make an impact on the work environment.
2. Assess the significance of culture on an organization through the framework of adaptive leadership.
3. Identify the interaction between culture and leadership in the work environment.
4. Explore how to become more sensitive to cultural differences, interactions, and experiences.
5. Enhance skills in identifying problems, strategic questioning, reflection and meaning making.

Participation

Participation is valued as meaningful contribution in the digital and tangible classroom, utilizing the resources and materials presented to students as part of the course. Meaningful contribution requires students to be prepared in advance of each class session and to have regular attendance. Students must clearly demonstrate they have engaged with the materials as directed, for example, through classroom discussions, online discussion boards, peer-to-peer feedback (after presentations), interaction with guest speakers, and attentiveness on co-curricular and outside-of-classroom activities.

(a) Lecture Participation (10%)

Students are expected to provide meaningful contributions to weekly discussion forums. Participation includes signing in AND providing a meaningful contribution. Simply signing on, but not contributing will result in a reduction of the participation grade. Lecture participation is graded weekly.

(b) Peer Coaching Group Participation (5%)
Students are required to participate in and provide meaningful contributions to their weekly small group peer coaching group. Participation includes signing in AND providing a meaningful contribution. Simply signing on, but not contributing will result in a reduction of the participation grade. Peer coaching group participation is graded weekly.

(c) Local Events Participation (5%)

Students are expected to participate in local site visits, workshops and guest speakers as organized by the local on-site staff. Local event participation is graded weekly. On-site staff will record participation on behalf of the instructor. Non-participation can be excused if there is a legitimate conflict with your internship and the local site staff are notified in advance.

Attendance

Regular class attendance is required throughout the program, and all absences will result in a lower participation grade for any affected CIEE course. Due to the intensive schedules for Open Campus and Short Term programs, absences that constitute more than 10% of the total course will result in a written warning.

Students who transfer from one CIEE class to another during the add/drop period will not be considered absent from the first session(s) of their new class, provided they were marked present for the first session(s) of their original class. Otherwise, the absence(s) from the original class carry over to the new class and count against the grade in that class.

For CIEE classes, excessively tardy (over 15 minutes late) students must be marked absent.

Attendance policies also apply to any required co-curricular class excursion or event, as well as to any required field placement. Students may not miss placement/work hours at an internship or service learning site unless approved in advance by the Academic Director and placement supervisor. All students must complete all of the requisite 100 minimum work hours on site at the internship or service learning placement to be eligible for academic credit.
Students who miss class for personal travel, including unforeseen delays that arise as a result of personal travel, will be marked as absent. No make-up or re-sit opportunity will be provided.

Attendance policies also apply to any required class excursion, with the exception that some class excursions cannot accommodate any tardiness, and students risk being marked as absent if they fail to be present at the appointed time.

Absences for classes will lead to the following penalties:

<table>
<thead>
<tr>
<th>Percentage of Total Course Hours Missed</th>
<th>Minimum Penalty</th>
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</thead>
<tbody>
<tr>
<td>Up to 10%</td>
<td>Participation graded as per class requirements</td>
</tr>
<tr>
<td>10 – 20%</td>
<td>Participation graded as per class requirements; 3% grade penalty &amp; written warning</td>
</tr>
<tr>
<td>More than 20%</td>
<td>Automatic course failure, and possible expulsion</td>
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</tbody>
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N.B. Course schedule is subject to change due to study tours, excursions, or local holidays. Final schedules will be included in the final syllabus provided to students on site.

Weekly Schedule

Week 1
Class: Understanding Self

Students learn more about themselves and identify their preferences for interacting with the world through engaging with a personality instrument. This self-knowledge will be referenced throughout the course as they debrief their work experiences and their intercultural navigation experiences.

Readings:

• The Practice of Adaptive Leadership (PAL) reading, Chapter 2: The Theory Behind the Practice (pp. 13 - 40, themes such as technical vs. adaptive leadership, leadership vs. authority, overview of the OII model)
• Instructor video overview of the Observe/Interpret/Intervene model - Discussion Group topic
• Introduce Direction, Alignment, Commitment (DAC) - article or video - Discussion Group topic

Assignments:

• Reflection Journal entry
• Meet with supervisor to create and submit the internship work plan.

Week 2
Class: Navigating Culture

Students are exposed to and explore the concept of culture, particularly as it relates to the city and country they are in; later weeks will have them explore cultures of work and industry. Students practice observation skills that they will continue to hone in the following 6 weeks. The topic "Giving Effective Feedback" is introduced (which is another space for students to practice their observation skills).

Reading:
• PAL reading Chapter 13, See Yourself as a System, and Chapter 14, Identify Your Loyalties (pp. 181 - 194)

Assignment:

• Reflection Journal entry
• Instructor video introducing the Capstone Project - Telling Your Story assignment (due Week 8). Reply to the discussion prompt this week (Week 2).

Week 3
Class: Navigating Ambiguity and Polarities

Students learn how to use polarity mapping as a tool to explore and understand various polarities - "two seemingly opposing values that can complement each other when applied in a balanced way." Students will use this methodology to examine national culture polarities (using Hofstede), work-world polarities, and tensions in their own lives.

Due Tuesday this week:

• PAL reading Chapter 5, Diagnose the Adaptive Challenge, and Chapter 6, Diagnose the Political Landscape (pp. 69 - 100)

Assignments:

• Informational interview: Begin networking to find an individual to interview. Summary will be due at the end of week.
• Reflection Journal entry

Week 4
Class: The Global Work World

Students will explore the concept of culture as it relates to their worksites. They will also go through the debrief of the Intercultural Effectiveness Scale in the context of preparing for the global work-world. Students will create a personal development plan using the Intercultural Effectiveness Scale.'
Readings:

- PAL reading: pp. 209-220 (understand roles and scope of authority)
- PAL reading: pp. 149 - 164 (orchestrate conflict)

Assignment:

- View Capstone Project Tip 3 in Canvas
- Reflection Journal entry - Roles and Authority

Week 5
Class: Resilience

This week provides a deep dive into the Intercultural Effectiveness Scale dimension of Hardiness and has students explore different approaches to building personal resilience. Students will also use a resilience lens to explore the city/community and their organization.

Reading:

- PAL reading Chapter 15, Know Your Tuning (pp. 195 - 204)
- PAL reading Chapter 8, Make Interpretations, Chapter 9, Design Effective Interventions, Chapter 10, Act Politically (pp. 113 -148)
- Carol Dweck

Assignments:

Reflection journal entry

Write thank you notes to deliver next week

Week 6
Class: Connection

This will build on the Interpersonal Engagement dimension of the Intercultural Effectiveness Scale; includes informational interviewing,
perspectives on community building and social capital, professional image, etc.

Reading:

- PAL reading Chapter 20, Engage Courageously (pp. 247 - 262)
- PAL reading Chapter 23, Thrive (pp. 289 - 297)

Assignments:

- Course evaluations
- Grading of Internship participation
- Internship work plan follow up due next week
- Capstone Presentation

Course Materials

Readings


See Canvas for links to additional course readings and videos.