**Course Description**

The Council on International Educational Exchange offers an unpaid internship opportunity through the Madrid Study Center. The thriving diversity within our globalized society has increased the demand for college graduates to obtain international experience and training by developing intercultural skills in generating culturally sensitive approaches within their respective educational fields. Through this structured experiential learning experience in a cosmopolitan European city, students have the opportunity to broaden their professional knowledge by interning in various offices. This diversity allows students to acquire a general vision of their interests while gaining valuable insights into the specialized positions and their required tasks. The practical work will be completed with an in-depth academic component which guides the student through a self-reflection exercise which helps the student to obtain invaluable skills for his/her professional future.

**Learning Objectives**

By completing this course, students will:

- Work in a Spanish professional environment.
- Learn how to construct a European CV and draw comparative conclusion from the USA.
- Understand the cultural component that a CV can say about ones work ethic.
- Prep and learn how to conduct themselves in an interview.
- Acquire intercultural soft skills that are essential in the Spanish workforce.
- Understand Labor laws systems in Spain.
- Weekly reflect on their work placement and the day to day task where students can describe cultural scenarios and define their interpretation of work situations.
- Develop a final academic project that establishes the knowledge they have acquired.

**Course Prerequisites**

Advanced level of Spanish in both verbal and written communication.

**Methods of Instruction**

Students will meet once a week for 90-minutes to learn critical tools, share experiences, and strategically plan their involvement in activities and exercises over the course of the semester. Debriefing of lectures, Power Point presentations, class discussion and videos will be the main components of the classes. These seminars are intended to acquire a better understanding of the Spanish working world, its regulation and its day by day challenges.

**Assessment and Final Grade**

1. Quality of Work (on site) / Professionalism & Achievements   40%
2. Professional Work Journal                                    20%
3. Final Project Submission & Proposal                           20%
4. Final Oral Presentation                                      10%
5. Quality of Course Participation                              10%

**Course Requirements**
Quality of Work (on site) / Professionalism & Achievements

All students are expected to work a minimum of 90 hours on site with an internship work supervisor (average of 7.5 hours per week). The behavioral guidelines, the weekly work schedule and the internship-related tasks and goals will be negotiated between the student and the work supervisor with the help of the internship advisor. The work supervisor will evaluate the student’s professionalism, participation and attendance record, and overall contribution in the completion of the student’s agreed upon professional objectives.

Professional Work Journal

In this document, students will be asked to log the type and duration of activities performed each week along with their own critical reflections. The professional work journal should document new expressions and concepts acquired as well as follow up outstanding issues or concerns encountered while working on site. Students may have to attend office hours if instructor finds it necessary to review their progress on site, get pertinent feedback and to receive guidance for the final project. Students will be asked to attend and are also encouraged to contact the Course Leader directly to follow up on any immediate on-site issues or concerns.

Students will be required to submit their PROFESSION JOURNAL entries every two weeks for review and commentary by the Seminar Instructor. Weeks: 2, 4, 6, 8, 10 and 12.

Journal entries must be submitted by Sunday at midnight at the latest. All class entries that are submitted late will suffer a penalty of half a grade a day.

Journal entries will be assessed as follows:

- "C" journal entries will be merely descriptive.
- "B" journal entries will show a serious attempt to reflect on the working routines with occasional treatment of real-world examples
- "A" journal entries will do B and C levels and will also regularly discuss personal experiences, real world examples and apply course concepts effectively.

Final Project Submission & Proposal

All students should write a final paper on a topic pre-approved by the course instructor. The final essay should consist on a research piece of 2,000 words where students demonstrate and apply their internship knowledge in the related field. The paper should content (at least) two primary sources (such as interviews) and two secondary sources (books, articles, etc.).

Final Oral Presentation

Students will lead a short presentation (no more than 15 minutes) to the rest of the class about their experience working on site. The presentation can be in different formats, from a Power Point to a video or similar, where students show their learning process and the way they have overcome the main challenges they faced during their internship experience. The presentation should include a conclusion where the learning outcomes are presented in an effective way.

Quality of Course Participation

The semester course requires a minimum of 90 on site work hours, 2 hours of individual tutorial meetings at the mid-term and prior to the end of the term, the submission of a professional work journal, the completion of a final submission equivalent to 1,500 words (approximately 5-6 pages), and a 15 minute audio-visual presentation and a printed hardcopy (incl. any handouts). The active participation of the student is essential and seminar attendance is mandatory.

The course is full-time and taught over the entire duration of the university semester. The structure of the course accommodates those students attending additional university-level courses in Madrid. It incorporates three areas.

Each internship supervisor will submit standard written evaluation form at the conclusion of the placement to reflect each student’s performance, attendance, and initiative. This feedback will reflect specific goals of each individual placement and will be incorporated into the student coursework assessment.

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>
</tr>
</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>
</tr>
</tbody>
</table>

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: Course Presentation

This week students will learn about the content of the seminar and all the topics that will be covered on it.

Tentative placements will be presented, and the class will discuss cultural differences regarding professional interviews.

Assignment: Review Curriculum Vitae and Statement of Purpose.

**Week 2**

Class: Expectations & Goals

The objective is to set clear goals for the internship and outcomes to expect from the internship in
Spain. Discuss in depth Spanish Core Values and the presence it has in the workplace.

Assignment: Resume revision. Prepare the Topic for Final Paper

Readings: ‘‘Mitos del Mercado de trabajo español’’

Week 3
Class: Spanish Labor Markets / Spanish Laws & Regulations

This week students will analyze the historical framework of the Spanish Labor Markets and trends. We will consider the influence that these markets have had in the last decade. Meanwhile exploring the Spanish Labor Laws and Regulations to protect the employees and employers.

Assignment: Submit Topic for Final Paper as well as Professional Journals of your internship for week 1&2

Readings: “US American values lens” by Cultural Detective and “Six US American values” by Milton and Janet Bennet

Week 4
Class: U.S. Values & Spanish Values / The Impact in the Workplace

In class we will discuss the impact that our US and Spanish Values have in our work experience. Emphasis is given on how to be receptive to other cultural values and how they can affect your work experiences.

Readings: ¿Sabes cómo tratar a tu jefe? www.laboris.net

Week 5
Class: Effective Ways of Communicating within a Multi-cultural Environment

Objectives on how to effectively communicate within other cultures. Students will observe and apply how local culture influence in global interactions. Students will gain strategies for dealing with cross-cultural complexity that impacts day to day communication. Learn the 8 scales represented in management behaviors where cultural gaps commonly occur. Which are Communicating, evaluating, persuading, decision making, trusting, disagreeing, and scheduling.

Assignment: Submission of Professional Journals weeks 3 &4. Prepare final project proposal. (title, structure and sources)


Week 6
Class: Immigration in Spain

In class the students will learn the changes in the labor market active in 1980s. The aim is to describe the dimensions of precarious employment for immigrant workers in Spain.


Week 7
Class: Midterm Evaluation

On site interview with Internship supervisor. Reflect on feedback from internship supervisors.

Assignment: Submission of Professional Journals weeks 5&6.

Readings: García y Martínez: “El control de las emociones en el trabajo: una revisión teórica del trabajo emocional”

Week 8
Class: Emotional Intelligence in the Workplace
Academic Skills and Technical proficiency is not enough to one’s jobs duties. In this class we will probe incident cases where a person must exercise self-management, self-control and how to effective interpersonal relationships in order to achieve the desire goal and objectives. (Workshop)

Assignment: Identify a critical incident Prepare final paper first draft

Week 9
Class: Ethics on the Workplace: Critical Incidents

Class objectives will include cross comparison in the standards of what is ethical communications in the workplace. Learning how to navigate human resources. Understanding how an organization works within the perimeter of the ethics code of a company.

Assignment: Submission of First Draft of Final Paper.

Readings: “Cómo mejorar la productividad laboral dentro de la empresa” http://jobandtalent.com

Week 10
Class: Productivity in the Workplace

The purpose of this class will further discuss strategies students can apply to be more productive on the job. As well as examining new strategies regarding technology in order to enhance efficiency. Articulate correlations between local observations of productivity as well as global trends of productivity.

Assignments: Prepare Second draft of Final Paper.

Readings: “Cómo convertir tu pasantía en un trabajo fijo”
(http://noticias.universia.cl)

Week 11
Class: Job Hunting & Future Opportunities

Explore trends of ‘cold calling’ by using online platforms to generate geographical scope of job hunting. Define the approaches that employers use to find potential employees. Recommendations for improving the effectiveness of online recruiting. Interpret common trends that are used in Spain in order to find job opportunities.

Assignments: Submission of final Journals 9&10

Week 12
Class: Re-Entry / How to Sell your Experience Abroad

Revamping CV and adding an online portfolio. Utilizing LinkedIn and your collaborative work in junction with your internship.

Week 13
Class: Final Day

Oral presentations of Final Project.

Course Materials
Readings

Week 2


Week 3

“U.S. American Values Lens” by Cultural Detective: USA, Spain

“Six US American Values” by Milton & Janet Bennet
¿Sabes cómo tratar a tu jefe? (www.laboris.net)

"Extranjeros residentes en España” A 31 DE MARZO 2013 Ministerio de Empleo y Seguridad Social (Marzo, 2013)
Observatorio Permanente de la Inmigración


“Cómo mejorar la productividad laboral dentro de la empresa” http://jobandtalent.com

“Cómo convertir tu pasantía en un trabajo fijo” (http://noticias.universia.cl

**Online Resources**

General Format information for APA Style:

https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general, Title
Purdue Writing Lab Article Title General, Purdue Writing Lab Date Accessed May 27, 2019