INSTRUCTOR’S NAME AND COLLEGE NAME

Joan F. Brown, M.ED, Instructor
Durham Technical Community College

COURSE TITLE AND NUMBER

Introduction to Office Systems-----OST 131

MODULE TITLE

“Preparing Non-International students to work successfully in an international environment.”

1. International Politeness
2. Intercultural Communication

DESCRIPTION OF MODULE

Introduction to Office Systems is a course in the Office Systems Technologies Program. The course prepares students to compete effectively in office and business management.

This course introduces the skills and abilities needed in today’s office. Topics include effectively interacting with co-workers, the public, global competition, processing simple financial and informational documents that prepare students to functions in today’s offices.

This module will focus on two lecture/discussions, entitled “International Politeness” found in Chapter 10 and “Intercultural Communication” found in Chapter 12 from the textbook used for this course.

This module will focus on etiquette tips that should be followed when conducting international business. Students will also focus on ways to improve intercultural communication.

OBJECTIVES

1. Identify the desired business etiquette and behavior relating to the work setting, meeting people, using telephone devices, and dining out.

2. Identify the reasons for appropriate standards of business attire and grooming for both men and women.

3. Identify tips that should be followed when conducting international business.

4. Identify way to improve intercultural communication.

METHODOLOGY

Lectures/Discussions:

The lectures/discussions will prepare the students to focus on the many different ways to be successful when working in the business world.

Critical thinking questions

Case Studies

Discussion Questions

Internet Research Activities

Countries selected include:

China, Brazil, Latin America
Germany, England, Australia,
Africa, and Arab

Assignments:

Divide students in to groups and discuss different cultural.
Each student will do a CASE STUDY at the end of the chapters.
Internet Activities
Evaluation:

Based on Two written test(s), homework, Internet assignments, case study discussions and one project (Instructor’s choice of project)

TEST:  40%
Internet/Project:  20%
Home-work:  20%
Case Studies:  20%

RESOURCES:


Resources: Other

Power Point Presentation
Instructor’s Resource CD