

Intercultural Awareness (Diversity) assignment overview:

This homework assignment is designed to show the importance of communication, interacting and working positively with individuals from other cultural groups and how you need to prepare for this:

Scenario:

Your company has chosen you to be part of a team that will be setting up a small assembly operation in Shanghai, China. Your team is to go to China where you have a connection that is from a vendor that has been supplying your company here in the US for over a decade. You and your connection are to choose an operations manager and a modest staff that will lease a facility and select equipment for the new satellite operation. You were selected because you helped to develop the prototype process here in the Northwest and now need to make it a viable operation in Shanghai. You are to help with the entire set up operation and oversee it for at least six months to ensure success. You need to also set up a bookkeeping arrangement and reporting arrangement so that your corporate office receives regular information on how the operation is doing.

Assignment:

In a 2 to 3 page report describe what you will do to gain a clear understanding of the social customs of Shanghai and provide some good examples to prove this understanding. Also, define your findings of the business etiquette there so that you mesh in well with the business community and the new relationships that you will need to create. Additionally, illustrate what some of your research has found to help you understand some of the engineering production issues in that environment. Explain some of the obstacles that you will need to overcome in order to provide a smooth stream of sound information to the headquarters of your company from the start up operation in Shanghai, China.

Rubric for Intercultural Awareness

TAC SLO j: A respect for diversity and knowledge of contemporary professional, societal and global issues.

Performance criteria: Demonstrate knowledge of the importance of communicating, interacting, and working positively with individuals from other cultural groups.

- **Demonstrates understanding of social customs of a foreign country.**
- **Demonstrates understanding of business etiquette of a foreign country.**
- **Demonstrates understanding of engineering production issues of a foreign country.**

Performance Criteria	(1) Limited or No Proficiency	(2) Some Proficiency	(3) Proficiency	(4) High Proficiency	Score
1. Social customs of a foreign country	Demonstrates minimal to no understanding of cultural rules important to another culture (e.g., verbal/non-verbal, physical, history, values, politics, economy, communication, beliefs, practices). Does not recognize own cultural rules and biases.	Demonstrates partial understanding of cultural rules important to another culture (e.g., verbal/non-verbal, physical, history, values, politics, economy, communication, beliefs, practices). Demonstrates partial insight into own cultural rules and biases.	Demonstrates adequate understanding of cultural rules important to another culture (e.g., verbal/non-verbal, physical, history, values, politics, economy, communication, beliefs, practices). Demonstrates adequate insight into own cultural rules and biases.	Demonstrates sophisticated understanding of cultural rules important to another culture (e.g., verbal/non-verbal, physical, history, values, politics, economy, communication, beliefs, practices). Demonstrates nuanced insight into own cultural rules and biases.	
2. Business etiquette of a foreign country.	Demonstrates minimal to no understanding of key differences in conducting business in a foreign country (greetings, appointments, relationships, attire, communication, time factors, resolving problems, meetings, formal/informal behavior, common errors).	Demonstrates partial understanding of key differences in conducting business in a foreign country (greetings, appointments, relationships, attire, communication, time factors, resolving problems, meetings, formal/informal behavior, common errors).	Demonstrates adequate understanding of key differences in conducting business in a foreign country (greetings, appointments, relationships, attire, communication, time factors, resolving problems, meetings, formal/informal behavior, common errors).	Demonstrates sophisticated understanding of key differences in conducting business in a foreign country (greetings, appointments, relationships, attire, communication, time factors, resolving problems, meetings, formal/informal behavior, common errors).	
3. Engineering production issues of a foreign country.	Demonstrates minimal to no knowledge of production issues in a foreign country (e.g. quality control, technical language, product specifications, communication with vendors, contracts, labor pool, training, materials).	Demonstrates partial knowledge of production issues in a foreign country (e.g. quality control, technical language, product specifications, communication with vendors, contracts, labor pool, training, materials).	Demonstrates adequate knowledge of production issues in a foreign country (e.g. quality control, technical language, product specifications, communication with vendors, contracts, labor pool, training, materials).	Demonstrates advanced knowledge of production issues in a foreign country (e.g. quality control, technical language, product specifications, communication with vendors, contracts, labor pool, training, materials).	