

# COMPETENCE MAP

MODULES	UNITS OF LEARNING OUTCOMES	KNOWLEDGE	COMPETENCES
<b>M1. Cross cultural awareness</b>	U1.1. What is cross cultural awareness?	to learn the concepts of 'culture', 'cultural awareness', 'culture sensitivity' and 'culture shock'	to outline the concepts of 'culture', 'cultural awareness', 'culture sensitivity' and 'culture shock'
	U1.2. The most popular cultures occurring in Europe	to identify cultural diversity in Europe	to illustrate the most popular cultures occurring in Europe
	U1.3. The main differences between cultures	to identify cultural and personal diversity	to categorize between cultural differences of the society and differences of individuals
to draw differences between cultures		to analyse the main differences between own and other cultures	
<b>M2. Understanding different cultures</b>	U2.1. Understanding different cultures and the role of tolerance	to define the role of tolerance between people of different cultures	to outline the role of tolerance between people of different cultures
		to describe why people from different cultures can behave differently	to determine why people from different cultures can behave differently
	U2.2. How culture affects a number of crucial factors in the workplace?	to identify nuances in cultural norms and values	to analyse nuances in cultural norms and values
		to find the key cultural drivers and attitudes (i.e. time, space, authority, risk, tasks and relationships)	to analyse the key cultural drivers and attitudes (i.e. time, space, authority, risk, tasks and relationships)
<b>M3. Working with stereotypes</b>	U3.1. Identification of cultural stereotypes	to define the term 'cultural stereotypes'	to distinguish the term 'cultural stereotypes'
		to list the main reasons of the cultural stereotypes	to analyse the main reasons of the cultural stereotypes
	U3.2. Cultural stereotypes in the workplace	to describe the influence of cultural stereotypes on people working in multicultural organisation and the effectiveness of their work	to analyse the influence of cultural stereotypes on people working in multicultural organisation and the effectiveness of their work
to find possible cultural biases, prejudices and beliefs		to determine possible cultural biases, prejudices and beliefs	
<b>M4. Communication skills</b>	U4.1. Which are the main communication styles?	to describe different communication styles	to determine different communication styles
		to draw own style of communication	to analyse own style of communication
	U4.2. Differences in verbal and non-verbal communication in different cultures	to find differences in meanings of one word or sign in different languages	to analyse differences in meanings of one word or sign in different languages

<b>M5. Teamwork and Social Integration</b>	U5.1. Changes needed in multicultural teams	to identify changes that are needed in multi-cultural teams (i.e. related to the management , responsibilities of employees, organisation of works)	to model changes that are needed in multi-cultural teams (i.e. related to the management , responsibilities of employees, organisation of works)
	U5.2. The role of emotions in multicultural teams	to describe the role of the emotions in multicultural team	to analyse the role of the emotions in multicultural team
	U5.3. How to solve problems in multicultural organisations	to find the effective ways how to solve problems in multicultural organisation	to apply the effective ways how to solve problems in multicultural organisation
<b>M6. Leadership and hierarchy</b>	U6.1. Elements of organisational culture	to identify basic norms and values in the organisation	to apply basic norms and values in the organisation
		to identify artefacts in the multicultural organisation (i.e. behaviours of the employees towards new employees; meetings of employees outside the company aimed at their better integration; other ceremonies and rituals in the organisation)	to determine artefacts in the multicultural organisation (i.e. behaviours of the employees towards new employees; meetings of employees outside the company aimed at their better integration; other ceremonies and rituals in the organisation)
	U6.2. Diversity of cultures in multicultural organisation	to describe different cultures in the organisation, i.e. masculinity or femininity	to outline different cultures in the organisation, i.e. masculinity or femininity culture
	U6.3. Hierarchy and relations in multicultural organisation	to identify the relations between people in the multicultural organisationculture	to analyse the relations between people in the multicultural organisation
	U6.4. Introduction of changes in multicultural organisations	to draw how to introduce changes in the organisation	to model changes in the organisation
to draw how to divide responsibilities in the organisation		to classify responsibilities in the organisation	
<b>M7. Learning styles</b>	U7.1. Introduction to learning styles	to describe different learning styles	to classify different learning styles
	U7.2. Cultures and learning styles	to draw own learning style	to analyse own learning style
	U7.3. Learning styles in the organization	to describe how different learning styles can influence the effectiveness of work in multicultural organisation	to analyse how different learning styles can influence the effectiveness of work in multicultural organisation
<b>M8. Qualities in the workplace</b>	U8.1. Qualities in the workplace	to define the term 'assertiveness' as important characteristic at the workplace	to apply 'assertiveness' at the workplace
		to identify the role of humour as an important element that can support effectiveness at the workplace	to use humour as an important element that can support effectiveness at the workplace
		to find different other factors as i.e. punctuality, precision, and efficiency, which can ensure good work	to determine and to analyse different factors in the company as i.e. punctuality, precision, and efficiency, which can ensure good work