

**CMN 3710: Intercultural Communication (3 credits)**  
**Spring 2022, Section 600**  
**Second half semester**  
**3/4/22 – 4/29/22**

---

**Instructor: Dr. Marita Gronnvoll (preferred gender pronouns: she/her/hers)**  
**Email: [mgronnvoll@eiu.edu](mailto:mgronnvoll@eiu.edu)**  
**Office: 2534 Buzzard Hall**  
**Office Hours: T: 2:00-3:00, W: 12:00-2:00, TH: 4:00-5:00; and by appointment.**

---

**Catalog Description**

This course offers an overview of culture and communication on regional, national, and international levels. It examines the ways in which cultures respond differently to business, education, and health care contexts, as well as how culture influences perceptions and communication. It also provides guidelines for effective intercultural communication.

**Learning Objectives**

After completing the course, students will be able to:

1. Describe and analyze the interrelationship between communication and culture.
2. Describe and differentiate among competing cultural values, attitudes and beliefs.
3. Identify, analyze, and manage verbal and nonverbal communication styles and patterns in various cultures.
4. Describe and differentiate cultural practices related to conflict and describe steps to effectively manage conflict.
5. Demonstrate the ability to be a more willing, self-reflective, flexible, and/or open communicator in intercultural communication interactions.

**Policies**

The Division of Communication Studies has published a document outlining student standards and expectations. All students are expected to be familiar with this document. It can be accessed by following this link: <http://www.eiu.edu/commstudies/standards.php>

**Email Policy:** Email is a crucial tool for us to be able to communicate regarding class activities. Thus, there are expectations we all need to adhere to. It is a University requirement that you check your Panthermail EVERYDAY. This is the only way that I, and the University community, can communicate with you outside of class. Missing an important class announcement because you failed to check your email is not an excuse for missing deadlines or changes in class activities or

assignments. In addition, please check the D2L announcement page daily as news will be posted there frequently.

Preparation: The success of this class is based in part on your willingness and ability to be a motivated self-starter by studying your texts, diligently working through the PowerPoint lectures, and managing your time regarding written assignments, quizzes, and exams.

Readings: The readings in this class will vary in length, difficulty, and origin. Some readings will be “texts” for analysis (such as speeches, films, etc.), others will be drawn from books and academic journals, and still others will provide you with vital historical context for our subject. Where ever the readings are drawn from, if you don’t read you cannot participate and you will quickly fall behind.

Our activities in the course will be based upon my assumption that you have read and thought about the material. With this in mind, you should give yourself plenty of time to read carefully, take notes appropriately, and be prepared to ask questions when necessary. Do not give up on a readings just because you’re feeling challenged by it. I cannot stress enough that you are required to read for this class. If you do not read, you will not pass this class. Period.

**Martin, J. & Nakayama, T. (2022). *Intercultural Communication in Contexts*, 8<sup>th</sup> edition.**

Academic Integrity: Learning and teaching take place best in an atmosphere of intellectual freedom and openness. All members of the academic community are responsible for supporting freedom and openness through rigorous persona standards of honesty and fairness. Plagiarism and other forms of academic dishonesty undermine the very purpose of the university and diminish the values of an education.

Students are expected to maintain principles of academic integrity and conduct as defined in EIU’s Code of Conduct (<http://www.eiu.edu/judicial/studentconductcode.php>). Violations will be reported to the Office of Student Standards.

Standard I. Eastern students observe the highest principles of academic integrity and support a campus environment conducive to scholarship.

Violations of this standard:

- A. Conduct in subversion of academic standards, such as cheating on examinations, plagiarism, collusion, misrepresentations or falsification of data.
- B. Theft or the unauthorized possession of examinations; alteration, theft, or destruction of the academic work of others, or academic records, library materials, laboratory materials, or other University equipment or property related to instruction matters or research.
- C. Submitting work previously presented in another course unless specifically permitted by the instructor.
- D. Conduct which disrupts the academic environment; disruption in classes, faculty offices, academic buildings, or computer facilities.
- E. Complicity with others in violations of this standard.

It just isn't worth it to not do your own work. If you are caught cheating or plagiarizing, you will fail the class, and you will be reported to the Office of Student Standards.

**Class Climate:** The topics covered in the class are those that most people will have a strong opinion about. That's fine! Strong opinions are wonderful and, when expressed with respect and sensitivity, can result in stimulating class discussion. I ask all students to think about how best to frame their comments so as to promote respect and civility in the classroom. Always check your assumptions. Constructive criticism and responses are welcome and expected. Disrespect of any kind that creates a hostile environment will not be tolerated. At the same time, don't be overly sensitive. You do not have a constitutional right to not be offended.

**Grade Disputes:** There are times when students receive a grade that they genuinely believe to be in error and/or unfair. Should this occur, there is a strict procedure that must be followed. First, we will abide by the "24-hour rule." This means that after I've graded your assignment, you must reflect upon it for 24 hours before you attempt to e-mail me or talk to me about your grade. Second, after 24 hours have passed, you must contact me to request an appointment to talk about your grade. Finally, you must meet with me with your argument for why you think your grade should be higher. Be specific in your argument if you want a fair hearing.

**After one week all grades are final.**

**A Note About Grades:** I realize that grades are a high priority for most students. Please be aware of where you stand throughout the semester. Do not wait until the last few days of the semester and then suddenly have a panic attack because your grade is not where you thought it would be. Once the semester is over, it's over, and no more points will be allotted. I will not accept appeals for more points, or to be "bumped up" to the next letter grade.

**Grading scale and criteria:**

432-480 = A  
384-431 = B  
336-383 = C  
288-335 = D  
0-287 = F

**COVID-19 Expectations and Practices:** The University is asking all of us to take precautions to prevent the spread of COVID-19, including wearing face coverings when indoors. EIU's policy is intended to protect all of us on campus, as well as the community, your roommates, and loved ones at home. Additionally, students are expected to not attend class if they are ill and to consult the student health clinic if they have any COVID-19 like symptoms. EIU's COVID-19 campus practices include face coverings, avoiding campus if sick, sanitizing surfaces, social distancing, and handwashing are based on the best available public health guidance. As a faculty member, I am responsible for ensuring students engage in practices that reduce risk. If you have a health condition that prevents you from wearing a mask, please contact Student Disability Services. If you do not follow EIU's COVID-19 guidelines, you will be asked to leave class or office hours as compliance with public health guidance is essential. Accommodations for instruction and make-up

work will be made for students with documented medical absences according to IGP #43 (<https://castle.eiu.edu/auditing/043.php>).

Students with Disabilities: If you are a student with a documented disability in need of accommodations to fully participate in class, please contact the Office of Student Disability Services (OSDS). All accommodations must be approved through OSDS. Please stop by McAfee Gym, Room 1210, or call 217-581-6583 to make an appointment.

The Student Success Center: Students who are having difficulty achieving their academic goals are encouraged to contact the Student Success Center ([www.eiu.edu/~success](http://www.eiu.edu/~success)) for assistance with time management, test taking, note taking, avoiding procrastination, setting goals, and other skills to support academic achievement. The student Success Center provides individualized consultations. To make an appointment, call 217-581-6696, or go to McAfee Gym, Room 1310.

Taking this class online: Taking this course online allows you a great deal of freedom about when you will do your work, and when you will watch the lectures, participate in discussion boards, take your quizzes, and final exam. There are, however, a few time related issues that you need to be aware of. **First**, be aware of what is due for each module and make sure that you complete those assignments before that module has expired. For example, if you don't complete your quizzes, write your journal entry, or engage in the discussion board by the due dates, you cannot complete those assignments. ***There will be no extensions allowed for any assignments.*** **Second**, when you begin a quiz or exam, you have a limited amount of time to complete it (15 minutes for quizzes, 1 hour for the midterm, 2 hours for the final). You cannot stop and start quizzes or the exams, so make sure you are in a quiet place where you will not be interrupted. **Third**, you may be a night owl and like to do your schoolwork in the middle of the night, but that doesn't mean that I am, or that I'll be available to you at odd hours. If you need to speak to me, it needs to be during daytime hours. **Fourth**, just as is the case with any face-to-face course, the Student Code of Conduct applies to this course. I strive to show respect and courtesy in all my communications with students, and I expect the same level of respect and courtesy from students. I will not tolerate rude, demanding, or disrespectful emails any more than I would tolerate this kind of communication in a face-to-face course. So, if you are angry and tempted to fire off a flaming email or other communication, take a beat and breath, and remember that there is a real live human being at the other end who is your professor. Repeated violations of the Student Code of Conduct will be reported to the Office of Student Standards, and under the authority given to me by the IGP 157.1, a repeat offender will be removed from the course.

**MANY CLASS ANNOUNCEMENTS WILL BE MADE VIA EMAIL AND ON THE CLASS HOMEPAGE OF D2L. BE SURE TO CHECK BOTH DAILY.**

**Course Requirements:** In the course content section of D2L, you will find links to lectures for each module. All lectures have been recorded in Zoom and uploaded to YouTube.

### **Assignments**

**Quizzes:** Reading is absolutely essential for this course. In order to encourage you to stay current with the reading, we will have quizzes for each reading. The quizzes are timed at 15 minutes. **(8 @ 10 points ea. = 80)**

**Discussion boards:** Each module will contain a discussion board where we discuss the lectures, readings, films, and talk to each other. It is crucial that every student participate in these discussion boards in a meaningful way. I will prompt the discussion with questions and scenarios, but you should also respond to what other students say. Commenting only once on a discussion board will earn you a passing grade of C (18 points). Discussion boards are intended to be discussions, so in order to get full credit, you will need to be active on these boards. You also must post your initial comment by the due date shown below in the schedule. Failure to meet that due date will result in zero credit. **(4 discussion boards @ 25 points ea. = 100 points)**

**Journal entries:** Four times in the term, once for each module, I will post a question prompt that you will respond to in essay form and upload to a Dropbox. To receive full credit, these responses must address all parts of the question, be written at a college level, and be deposited to the Dropbox ahead of the deadline. Watch the homepage for announcements of these Dropbox openings. **(4 @ 25 points each, total of 100 points)**

**Final exam:** This exam will consist of multiple choice, true-false, and fill-in-the-blank questions. **(200 points)**

## **Class Schedule**

Note: It is expected that you will read the assigned reading BEFORE watching the lectures, and that you will take appropriate notes. We may alter some of the readings as the term progresses depending upon the needs of the class.

*ICC: Intercultural Communication in Contexts*

### **MODULE #1: FOUNDATIONS March 7<sup>th</sup> – March 20<sup>th</sup>**

| <b>Assignment</b>  | <b>Reading</b>   |
|--|------------------|
| YouTube video: Course introduction                         |                  |
| Lecture #1: Why Study Intercultural Communication?         | <i>ICC</i> ch. 1 |
| Lecture #2: Culture, Communication, Context, and Power     | <i>ICC</i> ch. 3 |
| Film: <i>The Gods Must Be Crazy</i>                        |                  |
| Discussion board: <b>First comment due by 3/15/22</b>      |                  |
| Journal entry: <b>Dropbox closes 3/20/22 at 11:59 p.m.</b> |                  |

### **MODULE #2: Identity March 21<sup>st</sup> – April 3<sup>rd</sup>**

|  |                  |
|--|------------------|
| Lecture #3: Identity and Intercultural Communication           | <i>ICC</i> ch. 5 |
| Lecture #4: Nonverbal Codes and Cultural Space                 | <i>ICC</i> ch. 7 |
| Video: <i>The Office</i> , season 1 episode 2, "Diversity Day" |                  |
| Discussion board: <b>First comment due by 3/30/22</b>          |                  |
| Journal entry: <b>Dropbox closes 4/3/22 at 11:59 p.m.</b>      |                  |

### **MODULE #3: Intercultural Relationships and Conflict April 4<sup>th</sup> – April 17<sup>th</sup>**

|   |                   |
|---|-------------------|
| Lecture #5: Culture, Communication, and Intercultural Relationships | <i>ICC</i> ch. 10 |
| Lecture #6: Culture, Communication, and Conflict                    | <i>ICC</i> ch. 11 |
| Film: <i>Bend it Like Beckham</i>                                   |                   |

Discussion board: **First comment due by 4/12/22**

Journal entry: **Dropbox closes 4/17/22 at 11:59 p.m.**

***UNIT #4: Intercultural Communication Applications April 18<sup>th</sup> – 29<sup>th</sup>***

Lecture #7: Understanding Intercultural Transitions ICC ch. 8

Lecture #8: Popular Culture and Intercultural Communication ICC ch. 9

Film: *El Norte*

Discussion board: **First comment due by 4/24/22**

Journal entry: **Dropbox closes 4/29/22 at 11:59 p.m.**

***FINAL EXAM AVAILABLE MAY 1<sup>ST</sup> 12:00 a.m. – MAY 6<sup>TH</sup> 11:59 p.m.***