



## Internationalizing the Curriculum Project

Maricopa Community Colleges  
Office of International & Intercultural Education  
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### COM 230 Small Group Communication—3 Credits

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- Scottsdale Community College
- Course Description: Principles and processes of small groups and development of skills for participation and leadership in small group settings. Practice in problem solving, decision-making, and information sharing.
- Required Text: *Mixed Company: Diversity in Group Problem Solving*, Julie Wambach  
*Groups in Context: Leadership and Participation in Small Groups* (4th ed), Gerald L. Wilson, McGraw Hill.
- Disclaimer: Welcome to our classroom culture.... Studying groups across cultures. This course will examine intercultural communication in many dimensions including culture, gender, ethnicity, religion, class, disability, age, education and technology. We will examine how each dimension impacts our cultural conditioning and how we view and act in our world.

### International Component Summary

#### Content Areas Which Include International Material/Components

International content has been added to the following areas: groups and group process; creating a team culture; dealing with and managing difference; building relationships; task analysis; team management; communication competence; perception, beliefs and values; managing conflict; team development and maintenance; problem solving; and presentational speaking skills.

#### Description of Material and How Integrated In Course

Materials are integrated throughout the content and application areas of the course. Although some textbooks incorporate international/intercultural content, most are too brief. The handouts, inventories, cases, exercises and videos for this course were especially adapted or created for the project (see bibliography).

#### Instructional /Supplemental Materials Required

Clips from popular movies, videos, and materials from the texts cited in the bibliography.

#### Special Assignments and Activities

Assignments include a cross-cultural adaptability inventory; a teamwork values inventory; a team culture contract; a diverse work group assessment; a team building across cultures activity; a skills development checklist for intercultural competence; an inventory of techniques for problem solving across cultures; and a meeting management across cultures checklist.

**Tips/Suggestions to Instructor**

Search for a textbook which explores the international/intercultural dimension; for example, Mixed Company.

**Syllabus/Course Outline**

Attached

**Resources**

Attached

SYLLABUS/COURSE OUTLINE: COM230, SMALL GROUP COMMUNICATION

COURSE OBJECTIVE

The course incorporates intercultural communication in all of its dimensions: international culture, race, gender, ethnicity, religion, social class, region, disability, age, education, and technology. It attempts to provide basic information, differences, issues, and communication skills needed to effectively communicate with people with varied backgrounds and experiences.

International material is integrated throughout most of the content areas covered in a small group communication course through the use of film clips, videos, student inventories, exercises and class activities.

COURSE OUTLINE

**PURPOSE & FUNCTION OF SMALL GROUPS  
SKILLS FOR WORKING IN GROUPS & TEAMS  
THE NEED FOR THIS CLASS**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
JAN 22	Intro—groups/process	Group work and why this class
	Intro to course/groups	Questions/answer session
	Assignment/expectations	Assessment of workload
	Com/process/tasks/people	Teams as a system
	Content/time management	Sanity savers/troubleshooter guide
	Teams/effective management	Self-talk analysis

**WORKING WITH OTHERS—KEEPING ONE’S SANITY  
COORDINATING PEOPLE WITH TASKS—STRUCTURE FOR SUCCESS**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
JAN 24	Thoughts on experiences	Experiences/self-reports
	Skills/contributions	Wilson 1-groups/group processes
	**Ways of approach	Wambach 1-introduction
	Values/expectations	**Values/teamwork across cultures
	Self in communication	Self-talk/monitor

**ADVANTAGES & DISADVANTAGES OF GROUP  
HOW TO BUILD COHESIVENESS & SATISFACTION**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
JAN 27	Team management	Areas of assessment
	Building better teams	Wilson-10 cohesiveness
	Video = "Productivity"	Steps to take
	Characteristic of groups	**Do's/don'ts across cultures
	Why join groups	Reasons/expectations
	What people bring to groups	Experience/ways of doing
	Beyond cooperation	Integration/collaboration
	Reasons for nonperformance	Ways to work with nonperformers

**ENHANCING DIVERSITY  
DEMONSTRATING INTERCULTURAL SENSITIVITY & SKILLS**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
JAN 29	Enhancing diversity	Wambach 2-diversity in groups
	Differences as an asset	Value of multiple perspectives
	**International work teams	**Dealing with difference—ways of doing
	**Intercultural competence	**Video clips—cultural interactions
	Intros-sales present of self	*Prep intro of self as potential member

**BUILDING & MAINTAINING—MAYBE EVEN REPAIRING  
INTERPERSONAL RELATIONSHIPS IN GROUPS  
BUILDING & MAINTAINING TRUST**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
JAN 31	Interpersonal skills	Wilson 11-interpersonal
	**Building relationships	**Culturally sensitive skills
	Intros-sales present of self	*Prep intro of self
	Listening/responding to others	**Validating the info from others

**UNDERSTANDING YOUR STYLE  
UNDERSTANDING THE STYLES OF OTHERS  
BRIDGING WITH COMMUNICATION SKILLS**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 3	Com styles	Wambach 3-com styles
	**American style	**Other cultural styles
	Self-concept/image MGT	Assess group expectations/style shift
	**Assess com style	Wambach-P-16-18 (DO)

**WAYS OF THINKING YOUR STYLE  
ALL A MATTER OF PERSPECTIVE**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 5	Ways of doing	#Inventories to assess style
	**Assess learning/ways of doing	**Polychronic/monochronic
	**Time MGT styles	**Myers-Briggs style

**MANAGING DIFFERENCES & POTENTIAL CONFLICT  
BRIDGING WITH COMMUNICATION SKILLS**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 7	Managing differences	Wilson 12-managing conflict
	Types of conflict/interventions	**Ways of managing areas for success
	**Conflict style	**Mediation across cultures

**GETTING STARTED—FROM GROUP TO TEAM  
MEETING THE CHALLENGES OF GOUP DYNAMICS  
THE TEACHING PROJECT ASSIGNMENT**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 10	**Form teams/chap select	From teams/make plans
	Goals/strategies	Specific Behavior shared w/group
	Teaching project specifics	Group work time—divide duties
	Focus—people & tasks	Expectations/deadlines

**IMPORTANCE OF SETTING GROUND RULES  
DEVELOPMENT OF A TEAM CONTRACT**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 12	Getting started	Creating a team from a group
	**Individualism/collectivism	**Teambuilding—values/expectations

**TEAMBUILDING**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 14	Team-building	Building teams
	Video "Teambuilding"	Steps to relationship building
	Getting to know you	Styles in action plus other info
	Share Preferences	Negotiate options/choices
	Effective teamwork	Values/expectations
	Responsibility/credibility	Beliefs in action/image mgt.
	Realities/pressures/conflicts	Different ways of doing
	Team culture contract**	**Discuss commitments/values

**STAGES OF GROUP DEVELOPMENT & EVOLUTION  
AND THE SKILLS FOR BUILDING & MAINTAINING A POSITIVE  
COMMUNICATION CLIMATE**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 19	Group Stages	Wilson 7-Development/evolution
	Effective com skills	Improving effectiveness
	Factors of effectiveness	Exploration of preparedness
	Connecting through language	Verbal/nonverbal
	Supportiveness/defensiveness	Com climate
	Active verbal participation	Skill in action
	Feedback—giving/receiving	What/how—of what one says
	Instructions/agreements	Task info/deadlines/just do it
	Team culture contract**	**Discuss commitments/values

**PLANNING & CONDUCTING PRODUCTIVE MEETINGS  
LEADERSHIP SKILLS 7 FUNCTIONS**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 19	Effective meetings	Agenda management
	Video "Meeting Robbers"	Steps for better meetings
	**Meeting across cultures	**Facilitating meetings
	Team culture contract**	**Discuss commitments/values

**MODEL TEACHING PRESENTATION  
AND DEMONSTRATION OF SKILLS**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 24	Complete team contract**	Complete/sign agreements
	**Model presentation-handout	**Model of demos/videos clips/cultures
	**Model of involvement	**Model real world examples
	**Check sheets or quiz show	Preparation—group work time

**CONNECTING/SHARING WITH YOUR AUDIENCE  
RELATING WITH IMPACT  
PRESENTATION SKILLS & TECHNIQUES**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 26	Connecting w/listeners	**Analyzing listeners/learners
	Share message and info	Create stories/examples
	Presentation skills	**Skills/tips across cultures
	Audience analysis	Learning styles
	Content/process	Choices—for language learners
	Speaking tips	Presentation/teamwork

**CONTENT PREPARATION  
WHAT IS WRITTEN? WHAT IS SAID? WHAT IS VISUAL?**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
FEB 28	Group work time	Preparation for teaching project
	Written content	Samples pages due**
	Prep involvement	Prep quiz or info
	Prep demo/video clips	Review/time factors

**PULLING THE PRESENTATION TOGETHER  
FINALIZING THE DETAILS & FOLLOWING THROUGH  
PRACTICE & PREPARATION  
TO HELP ONE'S COMFORT ZONE AND  
TO HELP GO WITH THE FLOW**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
MAR 3	Group work time	Preparation for teaching project
	Written content	Final pages due**
	Review order/time factors	Review content/process
	View/check visuals	Check equipment/set-up
	Value of plan/prep	Practice/rehearsal

**SANITY SAVERS FOR WORKING WITH OTHERS  
FACILITATING THE CONTENT & PROCESS DEVELOPMENT**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
APR 23	Task/time management	Wilson 4-prep for public
	Coordination of resources	Display of info
	Plan agenda	Complete booklet prep
	Putting it all together	Review steps of process

**PRACTICE & PREPARATION**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
APR 25	Review prepared info	Checklist reviewed by facilitators

**PUBLIC DISCUSSION—IT'S SHOW TIME**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
APR 28	Group discussion	
APR 30	Group discussion	Study group review process
MAY 2	Group discussion	Study group review process
MAY 5	Group discussion	

**DISCUSSION EVALUATION**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
MAY 7	Interpretation/experience	Perception & learning

**STUDY GROUP PREPARTION FOR FINAL EXAM  
CONTENT REVIEW**

DATE	CLASS CONTENT/ACTIVITIES	HOMEWORK COMPLETED FOR CLASS DATE
MAY 9	Prep for final exam	Course wrap-up/review
	Discussion project evaluation due**	

**FINAL EXAM**

Final exam – (Wilson 2,3,4,13 + Wambach 4,5,6,7,8 + lecture, etc). To be taken as a group, for group experience.

Grade Sheets for evaluations

### Selected Bibliography

Batchelder, Donald and Elizabeth Warner, eds. *Beyond Experience: The Experiential Approach to Cross-Cultural Education*. Brattleboro, VT: Experviont Press, 1977.

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Triandis, Harry. *Individualism and Collectivism: New Directions in social Psychology*. New York: Westview Press, 1995.