МЕТОДИЧЕСКИЕ МАТЕРИАЛЫ ДЛЯ КОНТРОЛЯ ЗНАНИЙ СТУДЕНТОВ

**Перечень вопросов к зачету за 1-й семестр**

1. The importance of intercultural business communication
2. Imperatives for studying intercultural communication
3. Points of contact in intercultural communication
4. Communication and culture
5. Principles and elements of communication in business
6. Perception and culture
7. G. Hofstede’s value dimensions
8. E. Hall’s high-context and low-context orientation
9. Three approaches to studying intercultural communication (social science, interpretive, critical)
10. A dialectical approach to identity.
11. Types of identity.
12. Developing cultural identity by minority and majority cultures
13. Communication problems caused by stereotypes
14. Prejudice and its negative impact
15. Overcoming stereotypes and prejudice
16. The components of language
17. Language and meaning
18. Language and perception (nominalist and relativist positions)
19. The role of language in intercultural business communication
20. Variations in communication styles
21. Cultural variations in language
22. Discourse: language and power

23. Equivalence and accuracy in translation and interpretation

24. The role of interpreter in intercultural business communication

1. Verbal vs. nonverbal communication
2. Classification of nonverbal communication by body behavior
3. Classification of nonverbal communication by space and distance
4. Classification of nonverbal communication by time and silence
5. The impact of religion and history on culture and communication
6. Organization of messages to other cultures.

**Перечень вопросов к экзамену за 2-й семестр**

1. Intercultural transitions

2. Types of migrant groups

1. Migrant-host relationships
2. Models of cultural adaptation
3. Culture, communication and conflict. General overview.
4. Interpretive and critical approaches to social conflict
5. Three approaches to understanding conflict
6. Characteristics of intercultural conflict
7. Conflict as opportunity vs. conflict as destructive
8. Styles of managing conflict with regard to intercultural communication
9. Gender, ethnicity and conflict
10. Dealing with conflict
11. International business context
12. Culture specific business practices
13. The role of professionals in managing human resources
14. Styles and types of communication in the global firm
15. Managing alliances across cultures
16. Strategies of cross-cultural management
17. Factors and styles of negotiation
18. Intercultural negotiation
19. The role of business information
20. Making decisions in business based on ends and on means
21. Problem solving and conflict across cultures
22. Ethical consideration and intercultural ethic
23. Ethical considerations in intercultural business relations
24. A stakeholder approach and business ethics
25. Advertising across cultures
26. The influence of corporate culture on intercultural business communication
27. The effectiveness of intercultural business communication and business judgment
28. The outlook for intercultural business communication

**Практическое задание на экзамене**

Подготовить сценарий бизнес-коммуникации на английском языке с партнерами из страны Х (Япония, Китай, Германия, Франция, Великобритания, Нидерланды, США, Мексика, Турция, ОАЭ) на тему продолжения сотрудничества в условиях финансового кризиса в формате «кейс-стади» с учетом культурных особенностей представителя данной страны.

ОБРАЗЕЦ ТЕСТОВЫХ ЗАДАНИЙ

Комплексная контрольная работа

**Вариант 1**

Choose the right variant of the answer (A, B, C, D) to the following questions

1. How do we make sense of our physical and social world?

A) By means of communication.

B) By means of perception.

C) By means of ageing.

D) By means of self-identity

2. What does the dialectical approach to intercultural communication research and practice emphasize?

A) The processual, relational and contradictory nature of intercultural communication.

B) The importance of studying the context in which communication occurs.

C) The subjective nature of human experience.

D) The role of culture in the communication process.

3. What are identities created by?

A) By the society the person lives in.

B) By the people living next to the person.

C) By self and by others in relation to group membership.

D) By the person’s family and community he or she belongs to.

4. A conflict of interest describes a situation in which partners …

A) become incompatible.

B) differ in ideologies on specific issues.

C) disagree about a preferred outcome of their activities.

D) have incompatible preferences for a course of action or plan to pursue.

5. What are the forms of intercultural communication?

A) Interlingual, international and contextual.

B) Interdisciplinary, formal and informal.

C) Interracial, interethnic and co-cultural.

D) Past-oriented, future-oriented and present-oriented.

6. Which of the nonverbal communication functions adds more information to messages?

A) Repeating.

B) Complementing.

C) Substituting.

D) Regulating.

7. What stages of cultural adaptation does the U-curve theory describe?

A) Excitement and anticipation, culture shock and disorientation, gradual adaptation.

B) Uncertainty reduction, anxiety reduction, interaction with the new community.

C) Going away to college, getting married, moving from one part of the country to another.

D) Stress, adjustment, growth.

8. What does the power distance index measure, according to G. Hofstede?

A) The degree of inequality in the society.

B) The preference for a certain management style.

C) The preference for the boss’s decision making style.

D) The importance attached to the power in the country.

9. Acculturation is a type of cultural change which occurs under the influence of …

A) a culture of the neigbouring country (countries).

B) a co-cultural group of a certain country.

C) representatives of non-dominant groups existing in a national culture.

D) a more dominant culture and society with which it has contacts.

10. What kind of cultures believe that silence often sends a better message than words?

A) Low context cultures.

B) High context cultures.

C) Short-term oriented cultures.

D) Western civilizations.

Комплексная контрольная работа

**Вариант 2**

Choose the right variant of the answer (A, B, C, D) to the following questions

1. What does the power distance index measure, according to G. Hofstede?

A) The degree of inequality in the society.

B) The preference for a certain management style.

C) The preference for the boss’s decision making style.

D) The importance attached to the power in the country.

2. What stages of cultural adaptation does the U-curve theory describe?

A) Excitement and anticipation, culture shock and disorientation, gradual adaptation.

B) Uncertainty reduction, anxiety reduction, interaction with the new community.

C) Going away to college, getting married, moving from one part of the country to another.

D) Stress, adjustment, growth.

3. What kind of cultures believe that silence often sends a better message than words?

A) Low context cultures.

B) High context cultures.

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D) Western civilizations.

4. How do we make sense of our physical and social world?

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5. Which of the nonverbal communication functions adds more information to messages?

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