This is a required course for students participating in the Global Ambassadors Mentorship Program. Global Ambassadors (mentors) will gain intercultural and mentorship skills to assist new international students.

The course will familiarize students with the basic principles of intercultural communication to prepare them to interact effectively with their mentees. This part of the course will include developing an awareness of the characteristics of American culture and the characteristics of other cultures and an ability to identify how these differences can cause communication difficulties. Students will also develop an ability to observe cultural difference without judgment and to communicate effectively across cultures.

The course will also prepare students for their role as mentors by providing them with basic training in leadership, conflict resolution, power and privilege, and team building. In addition, students will become familiar with the role of SISS advisors and other units on campus that might be useful resources for incoming international students.

The skills and knowledge developed in this course will not only allow students to serve as effective mentors for international students in the coming year but also to take on a leadership role in future campus activities in which they will be able to share their intercultural awareness and model effective intercultural communication.

Instructors

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Learning outcomes

Upon completion of the course, students will:

1. Learn to see the world from different cultural perspectives.
2. Understand the particular challenges faced by many international undergraduate students at UC Davis.
3. Understand how to avoid many misunderstandings based on common cultural differences.
4. Recognize how culture influences perceptions, values, attitudes, communication and behavior in daily life.
5. Learn to adjust behavior during interactions with people from other cultures.
6. Understand how to use basic conflict resolution skills.
7. Understand campus policies regarding student initiated events and programs.
8. Understand various strategies that students can use to make US friends

**General Course Requirements**

1. The most critical learning takes place in the classroom; therefore, the first requirement is to attend all class sessions and arrive on time. Students must sign in at each class session. Students are expected to explain, prior to class, any absence or tardiness to the instructor(s). Absences will be reviewed on a case-by-case basis. More than one unexcused absence will result in receiving a “Not Pass” grade for the class and the discontinuation of a mentorship and internship position. Regardless of the nature of the absence, the material must be made up.

2. The second requirement is to participate in class discussions and in your committee assignments. Your contributions are important and through your verbal participation, we can all learn more from each other and about the topics being discussed. Participation also includes the willingness to practice the “intercultural ethic” in class. This means listening to others’ points of views and to appreciate a variety of communication and learning styles. In the committee project, you are encouraged to discuss the process of working in multicultural teams as well as focusing on tasks and relationships.

3. Developing your intercultural competence can be a deeply personal journey. This course provides an opportunity for you to learn specific content that may challenge, support and/or confuse, frustrate, and excite you. In order to create a space to explore your reactions, you will write a one-page reflection after each class.* You could use the journal to reflect upon any question that arises for you in the class such as, why am I interested in intercultural communication or you may respond to the general questions listed below.

* What did I learn about myself today in the course?
* What are my experiences of the topic covered or opportunities to learn more?
* What are my reactions to the topic—how have I personally experienced this topic?
* Did I have any “hot buttons”? (something that really bothered me) today?
* How do my experiences in the course reflect my own intercultural journey?
* How might I use a specific activity or topic covered in class in my own life?

*Each Global Ambassador will be required to attend one Center for Leadership Learning workshop, and one student club meeting during the quarter. During the week (or week following) that you attend the workshop or meeting, your reflections on this experience should be the topic of your weekly journal. See http://cll.ucdavis.edu/workshops and http://csi.ucdavis.edu.
Grading

This course will be graded Pass/No Pass based on the following areas of work. You must receive a passing grade in all areas to pass the class.

60%  Class attendance and participation
20%  Weekly Journal – Due on Mondays, in class, on single sheet of paper
20%  Committee Project

Committees

FAQ Committee

The FAQ Committee manages the FAQ Guide in the form of a cloud document that mentors refer to when their mentees have a question. This guide is vital during mentor/mentee email exchange over summer break prior to their arrival to campus. This is a good resource for mentors who might not know how to answer a question and to provide a uniform answer. The FAQ Guide is regularly updated throughout the summer and fall. The committee will also revise and update the guide for housing information.

Program Promotion Committee

The Program Promotion Committee is in charge of the program’s public relations. The committee publicizes any relevant campus events or programs on the Global Ambassador Facebook page throughout the year. This committee is knowledgeable about campus resources, events, and important dates. The committee will also post useful reminders and interesting cultural facts on the Facebook page.

Program & Event Planning Committee

The Program & Event Planning Committee is in charge of the planning and execution of events and programs including social events and field trips. The committee will make room reservations as needed, detailed agendas, budgets, set-up logistics, etc. Some examples of past events include: Old Sacramento Trip, scavenger hunt, slang workshop, and dessert social.

Mentorship Committee

The Mentorship Committee oversees and tracks the progress of the mentees’ academic and extra-curricular endeavors. The members will design ways to help mentees reflect on their desired outcomes and on the steps needed to attain them. The committee will assist the Program & Event Planning Committee to create activities catered to promote setting and reaching academic, cultural, and social goals.
Class Schedule

**Week 1**

**Class 1 -- Monday, March 30th:** Introductions. Ground rules and goals. Review Syllabus and Internship. Attitudes for intercultural development.

**Class 2 -- Wednesday, April 1st:** Introductions -- What’s in a Name? ; Introduction to Culture; Stumbling Blocks; Culture Bumps.

**Homework:** Identify top 3 choices of committee assignments.

**Week 2**

**Class 3 -- Monday, April 6th:** Global Ambassador Alumni Panel

**Class 4 -- Wednesday April 8th:** Identity & Ethnocentrism
“Ethnocentrism, Bias and Maps” discussion led by Adebayo Akintunde, SISS GSR

**Week 3**

**Class 5 -- Monday, April 13th:** SISS Student Advisor Presentation

**Class 6 -- Wednesday, April 15th:** Exploring how we perceive and judge situations from our own cultural perspective. D.I.E. (Describe, Interpret, Evaluate), Committee Projects

**Week 4**

**Class 7 -- Monday, April 20th:** Boundaries and Self Care: Dr. Sheetal Shah, SISS/MESA Community Counselor

**Class 8 -- Wednesday, April 22nd:** Leadership. Guest presentation by Christie Navarro, Director, Center for Leadership Learning

**Week 5**

**Class 9 -- Monday, April 27th:** Anne Myler, Director, Center for Student Involvement
Class 10 – Wednesday, April 29th: Building Knowledge of Cultural Characteristics & Team Building

- High/Low Context Cultures
- Nonverbal Communication
- Time Orientation: Polychronic/Monochronic

Activity: Building towers

Week 6


Class 12 – Wednesday, May 6th: Cultural Values

- Value Dimensions of Culture
- “Value of Values”
- American & Contrasting Values
- Staircase vs. Rollercoaster

Week 7

Class 13 – Monday, May 11th: Committee Projects

Class 14 – Wednesday, May 13th: Power & Privilege: Guest presentation by Koby Rodriguez, Interim Assistant Director, Cross Cultural Center

Week 8

Class 15 – Monday, May 18th: Conflict Resolution. Guest presentation by Thomas Roe, Coordinator of Graduate Student Counseling Services

Class 16 – Wednesday, May 20th: Experimenting with Culture

- Cultural Adaptation Cycle (the W curve)
- Sharing Culture Bump Experiences
- BARNGA

Week 9

Monday, May 25th: No Class – Memorial Day
Class 17 – Wednesday, May 27th: Mentoring Role; Scenarios; Committee Projects
  • Friendship across cultures
  • Values
  • Decoding American culture

Week 10

Class 18 – Monday, June 1st: Finalizing Committee Projects

Class 19 – Wednesday, June 3rd: Committee Project Presentations