



**TU-53.1360 Cross-Cultural Management (3 credits)**

**EXAMINATION 12.12.2013**

**Please answer THREE (out of four) of the following questions. Please, write EACH answer to a SEPARATE sheet of paper i.e. you should return three sheets of paper. Remember to write down your name and student number on all of them.**

**To get maximum points per question, please connect your answers to the theory presented in the course materials.**

1. Explain the iceberg metaphor in the context of cross-cultural management. What happens when two icebergs collide? (8p.)
2. Based on the course materials and learnings from the course, discuss about strategies for managing multicultural teams. Discuss also about what benefits and challenges multicultural teams have. (8p.)
3. Explain the concepts of low- and high-context cultures. How do these concepts relate to the cultural dimensions identified by Hofstede or Trompenaar? Explain through examples what kind of problems may arise in business life due to low- and high context communication styles. (8p.)
4. Please, evaluate your learning experiences from the course. Here are some questions that may help you: Did you get any new insights considering different cultures? Do the contents of the course (group assignment, lectures, lecture slides, role play, exam material) help you deal with and understand better people from different cultures? Points are given for the scope of answer (covering the contents of the course) and the depth of your analysis. (8p.)