



TUAN
QINTOJA STAMKE?

HELSINKI UNIVERSITY OF TECHNOLOGY
Department of Industrial Engineering and Management
Laboratory of Work Psychology and Leadership

TU-53.1360 Cross-Cultural Management (3 credits)

EXAMINATION 20.12.2007

Please answer THREE (out of four) of the following questions. Please, write EACH answer on 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 the papers.

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

1. Explain briefly the concepts of low- and high-context cultures. How do these concepts relate to Hofstede's or Trompenaars' dimensions? Explain through examples what kind of problems may arise in business life due to low- and high-context communication styles? (8p.)
2. What are the competencies of an international manager? Why? How can these competencies be developed? (8p.)
3. Define what is meant by the cultural sphere of influence. What kind of cultural spheres are normally identified? Explain in more detail at least two different cultural spheres and explain their interaction effects. (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; did the contents of the course (group assignment, lectures, exam material) help you anyway to deal with or understand better people from other cultures? How did you feel about the contents and concepts introduced in the course? Points are given for the scope of answer (covering the contents of the course) and the depth of your analysis. (8p.)