



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 17.12.2007

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 the major reasons for difficulties encountered in cross-cultural communication. What can be done to overcome these difficulties? (8p.)
2. Based on the course book as well as your learnings from the course, discuss strategies for managing multicultural teams. Discuss also what benefits multicultural teams have from organization's point of view. (8p.)
3. When working as expatriate individuals face challenges in adjusting to a foreign culture. What elements in a new culture may cause these challenges and how does an individual experience the impacts of these elements? In what way can an individual react to these challenges and adjust to them? What skills or abilities can help an individual in adjusting to a foreign culture? (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.)