

TU-53.1360 Cross-Cultural Management (3 credits)

EXAMINATION 08.03.2011

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?
 2. Based on the course book as well as your learnings from the course, discuss strategies for managing multicultural teams. Discuss also about what benefits multicultural teams have from organization's point of view? (8p.)
 3. Explain low-and high-context communication and their characteristics. How does the understanding of their differences promote working in a multicultural work context. (8 p.)
 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? Does the contents of the course (group assignment, lectures, exam material) help you to deal with or 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.)
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