COMMUNICATION 646
Intercultural Training & Intervention
Spring 2007

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Course syllabus & resource links at "www2.hawaii.edu/~fontaine/ucourses.html"
Course graphics at "www2.hawaii.edu/~fontaine/u440&646PP.ppt"

This course describes programs designed to prepare, support, and train individuals, groups, and communities for effective intercultural interaction at home and abroad. These programs include screening & self-selection; orientation; organizational & social support; training; health, mental health & counseling; organizational design; consulting; coaching and mentoring, and community intervention. Our emphasis is on training. Related issues associated with program evaluation and the professional development of intercultural intervention specialists are also addressed. The course is appropriate for graduate students with at least one previous course in intercultural communication or related topics.

The programs described are derived from and applied to a broad range of domestic and international contexts including: International business, tourism, foreign study, diplomacy; geographically dispersed teams both face-to-face and online, immigration; refugee resettlement; cultural diversity in domestic organizations; delivering health, mental health, social, educational, criminal justice, and other services to multicultural communities; intercultural marriage; organizational change; and preparing for the impact of new technologies. The course objectives are to:

• Familiarize students with theoretical, programmatic, and delivery issues in the management of effective intercultural training and intervention in a variety of applied contexts.

• Provide students with supervised, practical experience in the development and use of specific training and intervention techniques.

Material is presented using lecture, group discussion, media, and experiential approaches in which students have the opportunity to both experience and develop appropriate preparation, support and training techniques. Evaluation of student performance is based on the ability to demonstrate both an understanding of the intercultural literature and the ability to apply that literature to the development of training or other intervention techniques.

Required texts:


Recommended reading for now or the future:

The Case (Team grade; due January 29) 15%
The Training & Intervention Contract Proposal (Team grade; class presentations--April 9 - April 23; written proposal--May 1) 40%
Final Exam (Out April 30, due by May 7 at 5:30 pm) 30%
In-class contributions (always) 15%

Final grade: 90-100%=A; 80-89%=B; 70-79%=C; 60-69%=D; 0-59%=F

- The Case. As a Client team develop and submit to your Intervention team an approximately 2,000 word description of a case of an organization requesting a contract proposal for intercultural intervention. You can select any type or size of organization and type or scope of intervention. You are free to develop a case from the experience of one or more of your team or to construct a hypothetical one. Write the case from the perspective of the appropriate managers/directors in the organization. Include in your description standard case information (e.g., history, cultures involved, problems, relevant personnel and resources, desired intercultural training & intervention objectives, and so forth). Submit 2 copies (1 to me; 1 to the intervention team)

- The Training & Intervention Contract Proposal. As an Intervention team develop a proposal that: (1) describes in general terms an intercultural training & intervention program that is at least partially responsive to the case described by your clients, and (2) elaborates in detail at least one specific training activity designed to meet at least one proposal objective. The proposal must be presented to the class at a scheduled time during the semester (50%) and then submitted in revised written form the last day of class (50%--1 copy to me and 1 copy to each member of your client team). The detailed description of the training activity must be complete in terms of both materials and instructions and should include the--objectives; intended participants; theoretical basis for the module; trainer requirements in terms of experience, skill, or other relevant characteristics; and means of evaluation. Grading of the proposal will be based on the degree to which it demonstrates understanding of course material and appears responsive to the needs of the client organization.

- The Final Exam will ask for your individual critiques of the Training & Intervention Contract Proposal submitted to your client team along with one or more additional proposals selected from others presented orally to the class. The critiques will be graded on the degree to which they demonstrate an understanding of course material (e.g. lectures, discussions, texts, exercises, etc.).

Students must have completed the course prerequisite (COM643 or consent). Students are expected to attend class on time, regularly, and not engage in behavior that detracts from a classroom ecology supportive of learning. All students attending class are expected to be on time in order to minimize disruption of class activities. Those submitting drafts of assignments for professor's review must do so 2 weeks prior to due date in allow for ample review and feedback. All assignments are due by the beginning of class on the due date. Late assignments will be reduced one grade for each working day. Assignments must be suitable in spelling, grammar & presentation in order to be accepted.