

TOTEUTUSSUUNNITELMA Valmis

Opintojakso	Intercultural Approach to Service Field (A0080), 5.0
Toteutus	MHA1022: 2/2010-2011 (03.01.2011 - 20.06.2011)
Tyyppi	AMMATILLISEN KASVUN KÄYNNISTYMINEN (A011)
Ryhmät	Ensisijainen: MHA10SN Muut:
Projektissa mukana	
Luennoitsijat	Auli Guiland, Teemu Santonen, Tarja Chydenius, Satu Stålstedt
Osallistujamäärät	Minimi: Maksimi:
Ilmoittautumisaika	29.11.2010 08:00 - 05.12.2010
Pääsääntöinen toteutusajankohta	
Soveltuvuus	Vaihto-opiskelijoille: Kyllä Vapaasti valittaviin: Ei Avoimen opisk: Ei Soveltuu virtuaali-AMK:n opintoihin: Kyllä
Opettajat	Guiland Auli (Vastuupettaja)
Kampus	Laurea Leppävaara
Pääsääntöinen toteutuspaikka	
Toteutustapa	Muu toteutustapa, Projekti/Hanke/T&K, Verkko/virtuaali Kieli: englanti Virtuaalisuus: 2 op T&k-integraatio: 2 op
Toteutusluokka	
Painoalat	
Arviointi viimeistään	20.07.2011 Suoritusmateriaalin arkistointi päättyy: 20.01.2012
Tenttipäivät	
Opintojakson suoritettuaan opiskelija osaa	* Acquire and apply knowledge on cultural differences from a customer perspective *Cooperate in multicultural communities
Edeltävät opinnot	
Osaamistavoitteet	After the completed study unit, the student is able to acquire and apply knowledge on cultural differences from a customer perspective and cooperate in multicultural communities.
Keskeinen sisältö	The contents of the study unit are basics in intercultural theories, teamwork in an international environment, and intercultural customer service. Students participate in multicultural communities. Elements of cultural competence include educational cultural awareness that supports service operations, as well as developing language skills and tolerance.
Oppimateriaali	
Arviointikriteerit ja arviointimenetelmät	During the study unit the students 1. write an individual study blog (minimum of 300 words per week) on the contents of the study unit and their reflection on the contents every week. 2. work in a project in teams; the project results - include three (3) PODs/videos - project work, a group report - and elevator speech. - Each team functions as an opponent to another team is required. Assessment: - blog: pass/fail 75% of the grade = project 25% of the grade= team member evaluation
Projekti/hanke (nimi)	DeLi
Käytettävät T&K menetelmät	Interview, observation", social media
Muut toteutusjärjestelyt	The working schedule is published in Optima. The schedule is subject to changes.Project

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	assignment: The teams will explore how customers representing another than mainstream culture are being met in customer service in the metropolitan area. The teams are required to apply learned theory and other sources into practice in order to form a solid base for their project. The teams need to visit two places of the named alternatives at least to find sufficient research material for their assignment.
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Oppimistapahtumat

Pvm	Klo	H	Aihe	Sisältö	Tila	Opettajat
	13.00-16.00		Introduction; Intercultural Communication			
	09.00-16.00		teamwork; lecture, methods, customer insight			
	09.00-16.00		teamwork. Int.cultural theories			
	09.00-16.00		Service insight, external project partners			
	09.00-16.00		Teamwork on project			
	09.00-16.00		Teamwork on project			
	09.00-16.00		teamwork. Speeches, discussions, feedback			