



Universidad  
de Navarra

*International Context and Intercultural Negotiation (IIMP)*

*Guía docente 2023-24*

## PRESENTACIÓN

### ENGLISH LANGUAGE PREREQUISITE

No proof of language proficiency is required at the time of application, **however you must ensure that you have a sufficient level to attend the classes and to be able to study in this language should you be admitted.**

**The initial matriculation into the program is not final until the interview has taken place in September.**

The candidates invited to the final stage of the admission process in September, will be tested during an interview on their language proficiency. Should the level be insufficient (i.e. below the linguistic prerequisites), the interview panel reserves the right to retract the initial acceptance into the program.

**Program:** International Industrial Management Program

**Course:** International Context and Intercultural Negotiation

**Year:** 2nd-year students

**Semester:** Second

**Number of Credits:** 2 ECTS

**Teacher:** Blanca Ortueta (Cámara de Comercio- Chamber of Commerce Gipuzkoa)

**All of the classes will be held at the address below:**

**Cámara de Gipuzkoa Avda. de Tolosa, nº 75 - 20018 Donostia-San Sebastián**

### **Class Schedule 2024**

- 26 January (Friday) 9am -11:00am, 11:30am - 1:00pm
- 27 January (Saturday) 9am -11:00am, 11:30am - 1:00pm
- 2 February (Friday) 9am - 11:00am, 11:30am - 1:00pm
- 3 February (Saturday) 9am - 11:00am, 11:30am - 1:00pm
- 9 February (Friday) 9am - 11:00am, 11:30am - 1:00pm

## COMPETENCIAS



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- Understand the different existing blocks in the world, as well as the organizations that operate in the international environment.
- Be aware of cultural differences and how they affect our forms of negotiation, leadership, conflict resolution and collaboration.
- Understand in detail how cultural differences affect personal values and preferences in daily life.
- Anticipate the potential problems that may arise in an intercultural relationship.
- Establish the most appropriate formulas to avoid the emergence of intercultural conflicts, as well as their possible solutions.

## PROGRAMA

### 1. INTERNATIONAL CONTEXT

International economic integration: economic blocks.

Approach to the international context for SMEs: sectors and countries.

National and international organizations that intervene in international trade.

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### 2. INTERCULTURAL NEGOTIATION

Culture

- Definition and characteristics of culture.
- Hall and Hofstede theories.
- Culture and globalization.
- Multiculturalism.

Negotiation

- Definition.
- Phases of negotiation.
- The agreement.
- Common errors.

Intercultural differences in negotiation

- Intercultural negotiation.
- Emotional intelligence and intercultural competence
- Negotiation styles.
- Examples of intercultural negotiation.
- Protocol.

Experiences in different areas: Asia, Europe, North America, South America, the Middle East and North Africa.

## ACTIVIDADES FORMATIVAS



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The methodology combines different teaching methodologies, such as practical case studies, group-based activities and oral presentations.

Students will develop a real project within an international context.

## **EVALUACIÓN**

### **CONVOCATORIA ORDINARIA**

Students will be required to attend at least 80% of the course sessions.

Course evaluation grade will be based on the development of a project and the oral presentation.

### **CONVOCATORIA EXTRAORDINARIA**

There is no June exam available.

## **HORARIOS DE ATENCIÓN**

Please email the teacher for a meeting.

## **BIBLIOGRAFÍA**

Cross-Cultural Communication Skills for International Business executives: <https://www.pon.harvard.edu/free-reports/get-report/?topic=14871>

Hofstede Insights: <https://www.hofstede-insights.com/>