

## **Global Leadership: Managing Diversity in a Multicultural Workplace (MDC)**

### **Course Overview and Syllabus**

#### **Overview**

How do you develop leadership skills that transcend cultural, religious, educational, gender and economic borders? How do you work with people from all over the world in one team or company, treat them all with respect and still inspire them to effective co-operative action towards a common purpose?

This is the goal of AHA's Global Leadership: Managing Diversity in a Multicultural Workplace (MDC) course. MDC combines an understanding of culture with the development of key management skills so that a manager or prospective manager develops a range of core skills and values that can be applied in many different situations.

The challenges that you face today are very different to the challenges of the past. The world is becoming smaller through travel and mass communications. Cultural, economic, educational and gender borders are dissolving and more companies find themselves engaged in business with other countries or influenced by events from another part of the world.

The workforce is no longer just local, and executives and managers often move from position to position not only in their own country but between different countries. How you deal with such a shifting landscape will determine your success in the future.

Ultimately, it is AHA's hope that the lessons learned in this course will lay a solid foundation for you to become a Global Leader who appreciates and works effectively with people from all backgrounds, is valued by the industry and who makes a positive difference in the world.

There are 10 MDC modules. Each module will contain the following activities which are explained in more detail below:

- ✓ Module Overview
- ✓ MDC Seminar(s)
- ✓ Seminar Assessment Quiz
- ✓ Skill Builder Activities
- ✓ Online Discussions
- ✓ "a ha!" Moments

#### **Module Overview**

At the beginning of each module, always start with the Overview tab. It contains a module breakdown of requirements.

#### **Seminars**

When you click on Seminars, you will find a corresponding seminar for each module. These are a series of self-paced, interactive sessions. Each seminar is voiced –over, so make sure the volume of your computer is turned up. You can click Pause at any time, and replay a previous slide by using the PowerPoint navigation system. We encourage all participants to take notes and use them as study material for the midterm and final exams.

#### **Quizzes**

Once you feel confident with the knowledge presented in the seminar, you are now ready to take the corresponding quiz. Click on Quizzes and select the quiz that is in the same Module Folder as the seminar you watched. You will

have **ONLY two attempts** to pass each quiz with a passing grade of **70%**. After you have successfully completed the quiz, you can return to the course materials to begin a new seminar.

### **Skill Builder Activities**

The skill builder activities allow students to put theory into practice and build on the knowledge and skills gained from the seminars. There will be a corresponding Skill Builder for each Module. Click on the Module and follow the instructions. **Each Skill Builder is worth 5 points.** Students receive 5 points for completing them and 0 points for an incomplete activity.

### **Online Discussions**

The discussion forum allows students to reflect on their experiences and share these experiences with peers, online faculty and AHA course monitors. There will be a corresponding Discussion for each Module and they are worth 5 points each. Click on the Module and reply to the various discussion posts. Students are required to post one reply or one response per discussion in order to earn the 5 points.

### **Module Progress**

Once you click on a module inside your MDC course, you will see a detailed overview of the required activities for each module. Some modules might have more than one requirement per activity so use this overview as a way to track your progress through each module.

### **Examinations**

Two examinations will be given for this course: the midterm examination covers Modules 1-5 and the final examination covers Modules 6-10. After you have fully completed Modules 1-5, you will find your midterm exam located on the Module 5 progress checklist. After you have fully completed Modules 6-10, you will find your final exam located on the Module 10 progress checklist. Before taking your final exam, you will be asked to complete a course evaluation to help AHA further enhance our system and courses.

Please note that your midterm and final exams are automated and **ONLY** come on when you have completed **ALL** activities. Each module must have all green checkmarks in order for the midterm and final to be activated.

### **Grading and Special Designation**

A student must have a minimum grade of 70% to earn the MDC certificate from AHA. **NOTE:** The MDC course grade may differ from your final school grade as your school may have a different grade criteria and percentage allocation. The grade from your school is the official grade that will be seen in your Transcript of Records. Students who receive a final grade of 93% or higher will receive a special citation from the American Hospitality Academy.

Your final grade in the course will be computed based on the following criteria and weight distribution, for a total of 100%.

#### **Grading Scale**

Quizzes:	10%
Midterm Exam:	25%
Final Exam:	25%
Activities:	40% (Online discussions and skill builders make up this percentage)

### **“a ha!” Moments**

At the end of each seminar you will be asked to watch what we call an **“a ha!” Moment**. What is an “a ha!” Moment? It is a mini lesson within the lesson that allows you to reflect on what you have learned and inspires and motivates you to continue to embrace the right customer service attitude. After each lesson, you will find the corresponding “a ha!” Moment in this tab within your MDC classroom.

**Passport to Culture-**“Inspiring Global Connections and Friendship”  
***Your Cultural Course Lab***

The cornerstone of AHA’s programs is the study of culture. Our foremost concern is to promote understanding and respect for different cultures - an important key to successful management and leadership in today’s multicultural workplace.

Passport to Culture (PTC) can be considered your course *cultural lab* where you have the unique opportunity to travel the world with AHA enhancing your understanding and appreciation of others. Passport to Culture allows you to connect with others from around the world and participate in discussion forums that can make a difference in the way you think and feel about your global neighbors.

**Extra Credit Points**

PTC compliments your existing courses by allowing you to earn extra credit points for each stamp collected. The more activities and connections you make, the more stamps you receive in your passport. Extra credit points are earned on your final grade with AHA, based on the number of stamps you collect. Two points per stamp collected can be earned with a maximum of 12 extra credit points on your final grade.

**Successful Completion and Issuance of AHA World Campus Certificate**

Your instructor will inform you of the required completion dates. In addition, please check your homepage and course page for additional announcements regarding examination schedules. After you have completed your final exam, your score will be computed automatically and your final score will be generated. If you get a passing score, you will have the opportunity to print your online MDC certificate.

## **Seminar Descriptions**

### **M1 Diversity and Management Skills**

The dimensions of diversity affect performance, motivation, success, and interactions within the workplace. This first module will help you answer the following questions: what is diversity? What is management? AND combined, what is diversity management.

### **M2 Developing Inner Leadership Part 1**

Leadership experts around the world agree that learning to be an effective manager must begin on the inside and not the outside. You must be able to lead and manage yourself first before you can expect to lead and manage others. Part 1 of this course will focus inwardly on the *Global Leader in You*.

### **M3 Developing Inner Leadership Part 2**

This module will identify and discuss the 10 inner leadership qualities or traits that effective leaders and managers all have in common. These traits are universal and vary little from industry to industry, profession to profession and country to country.

### **M4 Culture and Cultural Conditioning**

Using what you learned from previous modules, this module will help you to understand the meaning of culture and cultural conditioning and how this can impact the way you manage and lead your teams.

### **M5 Overcoming Cultural Barriers and Stereotypes**

This module defines how stereotyping and prejudice create barriers and shows you ways to break down these barriers through greater understanding, acceptance and respect for cultural differences.

### **M6 Effective Cross Cultural Communication Part 1**

This module will review the 10 principles that are recognized by leadership experts around the world as contributing to effective communication. These principles will help you become a better global communicator.

### **M7 Effective Cross Cultural Communication Part 2**

This module will provide you with additional cross cultural communication tips and techniques as well as providing you an opportunity to practice these techniques in hospitality scenarios.

### **M8 Managing Conflict**

This module will teach you how to effectively manage conflict in a multicultural workplace through problem solving activities and feedback.

### **M9 Building and Motivating Multicultural Teams**

Great leaders recognize that their most important job responsibility is to develop their people, give them room to grow, and inspire them to realize their full potential. As a leader in the hospitality industry, your success will only be measured by the success of your people. You only succeed if they do.

### **M10 Leadership Legacy**

It is the aim of this final module to inspire you to become not just a Global Leader but also a Legacy Leader. A leader who not only works effectively with people from all backgrounds and respects and celebrates cultural differences, but also a leader who wants to make a positive difference in the world.

## **Getting Started!**

### **Personalized World Campus Login**

If you are having trouble logging in using the login (your email address) and password sent to you from World Campus, please check with the faculty member in charge of your section. Only students who have been previously registered by your instructor online course monitor will have access to World Campus. Below is a description of the functions you will find on the blue navigation bar once logged in.

### **Home Page**

When you log into World Campus, you will always be taken to your Home Page. All announcements and course updates will be posted here as well as your current discussions. It is important to check your announcements often for any changes or information that pertains to your overall successful completion.

### **My Courses**

Each time you log into World Campus, you will need to click the “My Courses” tab and then click on the Hospitality Supervisor Certificate course. You will then be taken to your “classroom” which consists of the 8 HSC modules and their corresponding activities and assignments; Module Overview, HSC Seminars, Quizzes/Examinations, Skill Builders, Discussions and “a ha!” Moments.

### **My Account**

The My Account tab allows you to view your transcript and update your profile. Feel free to update your profile at anytime, by adding updated information about your personal, academic and/or professional life. Please, just keep it appropriate for all faculty and student participants. After your course, take time to print your transcripts for your records.

### **My Transcript**

The My Transcript tab allows you to track your progress for each of the graded activities. All of your scores will be located in your transcript. You are also able to print your transcript at any time for your own records.

### **Mailbox**

You are required to check your mailbox frequently for any updates from AHA, your instructor or fellow participants. It is important to understand that your World Campus mail can only send and receive mail from fellow World Campus users. You will not be able to use this with people who are not participating in this course. Every time you receive a World Campus mail, you will receive the same mail in your regular email account. Please be aware that sometimes this may go to junk mail. We suggest that you check your “spam” regularly.

### **My Play Book**

My Playbook is full of win-win strategies that will help you maximize your career and course success. AHA strongly encourages you to use the information in My Playbook to enhance your professional development skills. AHA’s iCoach will be referring to it as you go through each module.

### **Passport to Culture**

The Passport to Culture tab is where you easily click to enroll into the program and begin making new friends from around the world. This is also where you can track the number of stamps and extra credit points you have earned to date.

