

## STUDY GUIDE: BUS 360; CROSS CULTURAL ORGANIZATIONAL BEHAVIOR

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**In General. Study Chapters 5, 6, 7, 8 and 10.** I'll ask you 5-10 questions per chapter in a multiple choice format.

Everything is fair game, and pay most attention to the material listed below. Be Familiar with **Unlawful Discrimination:** Know the basics of Title VII of the Civil Rights Act of 1964, the ADA and the ADEA. I'll ask you what sorts of questions are "unlawful," "not recommended" or "ok" in an employment interview. Be familiar with "disparate impact" and "disparate treatment" and the difference. I'll ask you about this. Case Material: I'll ask you to answer one or two essay questions. One will be on the case study **Google and the Government of China.** Go back over the case and the discussion questions. The other essay question will be on the paradoxes discussed in the reading **The Journey Inward: Expatriate Hero Tales and Paradoxes.** I will NOT ask you dance the merengue, salsa or any other culturally important dance.

### **CH5 Negotiation**

As much of the negotiation chapter as possible. (This is the only class where you get this knowledge)

The five negotiating process steps.

The different negotiation outcomes.

Process steps that Negotiators from Mexico, China other countries could be expected to spend significantly more time than those from the US

Typical negotiation tactics of different national cultures, high low context cultures.

### **CH 7 Groups and Teams**

Stages of group development

Difference between a group and a team.

Groupthink and all the related stuff in the chapter

Advantages and disadvantages of diversity

### **CH 6 Motivation**

Levinson's four basic psychological needs

Maslow's hierarchy of needs.

McClelland's learned needs theory

Goal setting theory

Reinforcement Theory

Expectancy Theory

Meaning of Working Study

### **CH8 Organizational Culture**

Functions and dysfunctions of organizational culture

Trompanaars' Four Corporate Cultures

Elements of culture Leaders can and cannot change

### **CH10 Human Resources**

Approaches to managing and staffing subsidiaries

Selecting the right candidate

The whole section on Managing Expatriates

The stages and the paradoxes in the reading by J. Osland: The Journey Inward: Expatriate Hero Tales and Paradoxes