



CIEE Seville, Spain

Course title:	Business Internship
Course code:	INSH 3103 SEBS
Programs offering course:	Advanced Liberal Arts, Business and Society, Communications, New Media and Journalism Spanish, Liberal Arts
Language of instruction:	Spanish
U.S. semester credits:	3.00
Contact hours:	45.00
Term:	Fall 2023

Course Description

This seminar is designed to prepare students for an increasingly interconnected global labor market. Students will learn how to observe, interact with co-workers, recognize cultural differences, compare teamwork and interpersonal interactions in different cultures, apply academic knowledge in a business setting, identify opportunities to create value within the company, and to research, propose and present their report before a panel of judges.

Learning Objectives

By completing this course, students will:

- Identify the Spanish working environment and report on its characteristics through the observation and interaction with co-workers.
- Compare and contrast team work and working style differences between the US and Spain.
- Discover how to become more sensitive to cultural differences, interactions, and experiences, setting up opportunities to value in the work environment.
- Identify problems, strategic questioning, reflection and meaning making.

Course Prerequisites

4 semesters of college-level Spanish (or equivalent). Students need to have a GPA of at least 2.5.

Methods of Instruction

The Internship Program is composed of the following sections:

On site Work:

All students must work a minimum of 100 hours on site with an internship sponsor. The job responsibilities of the intern and the weekly work schedule will be negotiable between the student and the professional tutor. The tutor will evaluate the participation, professionalism, punctuality and completion of professional objectives of the student.

Academic tutorials:

Apart from the onsite work experience, this Internship Program has a strong and challenging academic component exposing students to a professional experience in Spain and the European Union while broadening their perspective of their international professional experience through a series of guided discussions and individual assignments, a final paper and a final audiovisual project presentation, in addition to required readings and require meetings with the CIEE Internship Coordinator. The seminar helps students to evaluate their development in the workplace during their on-site work experience, through discussions of organizational theory and intercultural skills for business.

The academic tutorials will be a place of encounter for the explanation and debate of a variety of intercultural topics and concepts in the professional world. The tutorials will be weekly and will help us to identify theoretical background of intercultural adaptation issues through different readings and apply them to experiential situations.

Assessment and Final Grade

1. Individual Assignments & Class Work	15%
2. Work Attendance and Performance	20%
3. Meetings with CIEE Internship Coordinator	10%
4. Final Paper	25%
5. Final Oral Presentation	20%
6. Class Participation	10%
TOTAL	100%

Course Requirements

Individual Assignments & Class Work

Student progress will be evaluated according to the student's assignments. The student will answer a series of specific questions relative to the company in which he or she works or related to his or her experience. In this section, the student will make his/her own observations and commentaries. Students will complete a total of 4 individual assignments. Deadline for assignments will be communicated onsite during the first week of classes. For each assignment, students will need to apply those principles and concepts they have learned from lectures, readings and class discussion. Use appropriate terminology will be required.

Grades will be determined using the following criteria:

- "A" assignment will do "B" level, and will also regularly discuss personal experiences, real-world examples and apply course concepts effectively.
- "B" assignments will do "C" level, and also show a serious attempt to grapple with exercises using the course concepts and an occasional treatment of real-world examples.
- "C" assignments will have an entry on each classroom exercise but little more. This is the minimum.

Work Attendance and Performance

Your internship is a professional commitment and you are expected to complete the hours agreed upon between you, your internship site supervisor, and the on-site CIEE staff. All students must work a minimum of 100 hours on site with an internship sponsor, though many students work 10-15 hours per week. The student will track and provide documentation of hours completed at the conclusion of the internship, which will include the signature of the internship site supervisor. The internship site supervisor will also complete the CIEE evaluation of student performance.

The job responsibilities of the intern and the weekly work schedule will be negotiable between the student and the professional tutor. The tutor will evaluate the participation, professionalism, punctuality and completion of professional objectives of the student. In order to be able to pass this class, students must complete a minimum of 100 hours at the placement.

Meetings with CIEE Internship Coordinator

The seminar is also combined with different individual meetings with the CIEE Coordinator, to review different aspects of the internship experience: the onsite tutor's evaluation, the intercultural adaptation process, the management of critical incidents, among others.

Final Paper

The project (4-6 pages) will be related to some aspect of the student's internship. Topics may relate to the sector to which the company belongs, specific projects or market research. It is important to apply those principles and concepts you've learned from lectures, readings and class discussion. Use appropriate terminology.

- Minimum number of pages: 4
- Arial font, size 10 / interlined 1.5

Final Oral Presentation

Students will be required to present on their paper and share their experience with classmates, for which the use of audio-visual material is required. Projects should be presented on time, and do not exceed 5 minutes. Through this means, students will share their own experiential learning experience to their classmates. Professionalism and appropriated use of language and vocabulary are expected. After the presentation, students may be required to answer a series of questions to defend the presented material.

Class Participation

This includes attendance, prepared participation in the exercise, and class discussions.

Professionalism

- Appropriated use of technology in the classroom. It is not acceptable to use laptop computers or cell phones to read your email, send or read text messages, etc. Use of these technologies for non-class purposes will severely impact your grade!
- Arrive on class on time.

Class attendance

- Please, read carefully the information under the Attendance Policy paragraph. We rely heavily on classroom attendance and exercises. Class attendance is critical. If you "must" miss class, you MUST notify your professor by 3pm on the day before class. Missing classes without informing your professor by 3 pm the day before the class makes the class and exercises difficult to administer and inconveniences your classmates and your professor. If you are ill or otherwise have a last-minute emergency, notify your professor as soon as you know that you will not be able to attend.

Class preparation:

- Prior preparation will be required for some of the classes. More information on those assignments will be distributed closer to the due dates.

Discussion and contribution

- Students are expected to actively contribute to the class discussion based on the readings.
- In many of our activities, students achieve scores. Note that your grade will not be based directly on your scores in these exercises. Rather, your participation grade will reflect the thoroughness of your preparation, your engagement in the exercise and the extent to which you make a connection between what you experience during the activity and concepts discussed in class.

Assessment: This course includes relevant material given by the professor. The active participation of the student in class is essential and the attendance to the tutorials is mandatory.

Attendance

To encourage engaged learning, regular class attendance is required throughout the program. This includes any required co-curricular class excursion or event, as well as internship, service-learning, or other required field placement.

An excused absence in a CIEE course will only be considered if approved by a CIEE Center Director/Academic Director (not the Instructor), and:

- it is a self-certified absence for illness (only once per course, requires formal request before or within 24 hours, cannot miss assessment worth more than 5% of final course grade)
- a doctor's note from a local medical professional is provided
- evidence of a family emergency is provided
- it is a pre-approved observance of religious holiday

Unexcused absences include personal travel and/or travel delays, as well as missing more than 25% of a single class period (including tardiness and early departure). Assessments missed due to unexcused absences will be marked as zero. Students with over 10% unexcused absences will be contacted by CIEE staff. Students with over 20% unexcused absences will be contacted by CIEE staff, receive a formal warning letter (shared with their home institution) and lose 10% of the final course point total (e.g., a final A grade of 93% will be lowered to a B grade of 83%).

For more detail, please consult your CIEE Academic Manual.

Academic Integrity

Academic integrity is essential to a positive and inclusive teaching and learning environment. All students are expected to complete coursework responsibilities with fairness, respect, and honesty. Failure to do so by seeking unfair advantage over others or misrepresenting someone else's work as your own can result in grade penalties or disciplinary action. See the CIEE Student Academic Manual for further information on academic integrity.

N.B. Course schedule and co-curriculars are subject to change. The final duration and distribution of content and assignments will be determined and presented to students at the onset of the course.

Weekly Schedule

Week 1

Class: Introduction to the internship program
Topics and assessment methods.

Week 2

Class: How to prepare for a job interview in Spain
Tips to face an interview in Spanish:
Cultural issues to consider when interviewing with Spanish companies.

Week 3

Class: Internship Forum
Interviews with companies.

Week 4

Class: Academic Intro. Preparing for your new experience
Expectations, goals and actions to maximize you experience.
Spanish business practices
Business dress code
Meals and business etiquette
Stretching outside your learning style/culture comfort zone
List readings due for this day.

- Reading: Spanish Stereotypes: statistics tell us they have Mondays, too

Week 5

Class: Understanding your environment
Spain in the context of the Eurozone.
Socio-economic and political aspects of Spain.
Top organizations in Andalusia.
Immigration, gender equality, the Spanish labor market.
Class discussion: work & live balance
Spain image abroad.
List readings due for this day.

- Reading: Por qué en España se trabajan más horas que en el resto de Europa
- Reading: Población envejecida
- Global Gender Ranking

Week 6

Class: Creating opportunities to add value
Identity at the work place
Atracting Millenials to increase productivity
List of videos due for this day.

- Video: Simon Sinek – Millennials in the workplace

Week 7

Class: Managing your experience

Making the most of your experience

Relationships with your coworkers

Managing your boss

Negotiation and conflict resolution

Work culture in Spain. Spanish Cultural Values

Mindfulness

List of readings due for this day:

- International Perspectives on US Americans
- Detective cultural -Spain
- Detective cultural- USA
- Reading: The clash of Spain

Week 8

Class: Marketing yourself. Getting the most of your Internship Program.

Outcomes from an International Experience:

Seventy-Five Possible Long-Term Outcomes from an International Experience.

The 3x3 Response.

Facing job interviews:

Marketing Study Abroad, by Jean-Michel Hachey.

Fifty Standard Interview Questions.

Employer Attitudes toward Study Abroad.

The value of intercultural skills in the workplace.

List of readings due for this day:

- Marketing Study Abroad
- 75 Outcomes from an International Experience
- Employer Attitudes toward Study Abroad

Week 9

Class: Final Oral Presentations

Course Materials

Readings

Groenendyk, A. (2015). This is Who We Hire: Employers reveal how to get a job. Succeed in it. Get promoted. JETLAUNCH.

Kaser, K., Brooks, J. R., Jr., & Brooks, K. (2007). Making the most of your internship. Belmont, CA: Thomson.

Lewis, R.D. (2006). When Cultures Collide: Leading Across Culture: Leading, Teamworking and Managing Across the Globe. London: Nicholas Brealey Publishing.

Martin, J.S. and Chaney, L.H. (2006). Global Business Etiquette. Praeger.

Mole, J. (2003). Mind Your Manners: Managing Business Culture in a Global Europe. London: Nicholas Brealey Publishing.

Sabath, A.M. (2005). *International Business Etiquette: Europe*. Authors Choice Press.

Storti, C. (1998). *Figuring Foreigners Out: A Practical Guide*. Intercultural Press. Boston.

Sweiter, H. F., & King, M. A. (2004). *The successful internship: Transformation and empowerment in experiential learning* (2nd ed.). Belmont, CA: Thomson.

Trompenaars, A. (2012). *Riding the Waves of Culture: Understanding Diversity in Global Business*. Nicholas Brealey Publishing.

Tuhovsky, I. (2015). *Emotional Intelligence: A Practical Guide to Making Friends with Your Emotions and Raising Your EQ*. Positive Psychology Coaching Series. Volume 8.

Heifetz, R. Grashow A. and Linsky, M. (2009). *The Practice of Adaptive Leadership*