



CIEE Seville, Spain

Course name:	Business Internship
Course number:	INSH 3103 SEBS
Programs offering course:	Seville Business and Society
Language of instruction:	Spanish
U.S. Semester Credits:	3 semester hours / 4.5 quarter hours
Contact Hours:	45
Term:	Fall 2019

Course Description

This course 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

This course seeks to immerse students in an international professional working environment. Students can expect to:

- Develop the ability to identify the Spanish working environment and report on its characteristics.
- Compare and contrast team work and working style differences between US and Spain.
- Explore how to become more sensitive to cultural differences, interactions, and experiences.
- Identify opportunities to create value in the work environment.
- Enhance skills in identifying 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.

Attendance, Academic Integrity, and Assessment

Attendance policy

For CIEE classes, excessively tardy (over 15 minutes late) students must be marked absent. Attendance policies also apply to any required co-curricular class excursion or event, as well as to Internship, Service Learning, or required field placement. Students who miss class for personal travel will be marked as absent and unexcused. No make-up or re-sit opportunity will be provided.

An absence in a CIEE course will only be considered excused if:

- a doctor's note is provided
- a CIEE staff member verifies that the student was too ill to attend class
- evidence is provided of a family emergency

Persistent absenteeism (students exceeding 10% or more of total course hours missed, or violations of the attendance policies in more than one class) may lead to a written warning from the Center/Resident/Academic Director, notification to the student's home school, and/or dismissal from the program in addition to reduction in class grade(s). Students with unexcused absences exceeding 20% of the total course hours will fail the course. Written warnings and home school notification should happen well before the absenteeism causes the student to fail the class, so the student has an opportunity for corrective action.



Absentism	Penalty
Up to 10%	None
Between 10-20%	5-point reduction per absence in total grade
More than 20%	Fail and possible expulsion from the program

Academic Honesty: Students are expected to act in accordance with their university and CIEE’s standards of conduct concerning plagiarism and academic dishonesty. Use of online translators for work in Spanish will result in an automatic failure.

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.

CIEE classes are not graded on a curve nor is there extra credit work. The final grade will be based upon the following criteria:

Individual assignments & class work	15%
Class participation	10%
Work Attendance and Performance	20%
Meetings with CIEE Internship Coordinator	10%
Final paper	25%
Final oral presentation	20%

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.
- **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.

- **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 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 project 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.

Weekly Schedule

SESSION 1

Introduction to the internship program

Topics and assessment methods.

SESSION 2

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.

SESSION 3

Internship Forum

Interviews with companies.

SESSION 4

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

SESSION 5

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

SESSION 6

Creating opportunities to add value

Identity at the work place

Attracting Millennials to increase productivity

List of videos due for this day.

- Video: Simon Sinek – Millennials in the workplace

SESSION 7

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

SESSION 8

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

SESSION 9

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*