



IN 395 INTERNSHIP SEMINAR ON GLOBAL WORKPLACE CULTURES

IES Abroad Vienna Summer Internship Program

DESCRIPTION:

The internship seminar provides interns with a framework to analyze, reflect on, and leverage their international internship experiences. Discussion topics will focus on preparing interns for entering an international work environment with an emphasis on skill-building in critical thinking, teamwork, cultural intelligence, cross-cultural communication, and career planning. The seminar will introduce students to concepts and valuable context for navigating the general characteristics of workplaces in the host location and for adapting to their placement organization's workplace culture. Interns will also learn to identify and situate their host organization and location in relation to evolving economic, political, and social issues. In addition, the seminar will explore how IES Abroad's Global Pillars (Sustainable Living, Equitable Living, and Human Well-Being) can provide a prism through which to consider contemporary issues and challenges in the host location in a global context. Interns will engage with their host city beyond their placement to help them expand their global awareness, develop their intercultural competence, and consider their roles in creating a more sustainable future.

CREDITS: 6

CONTACT HOURS: 44

LANGUAGE OF INSTRUCTION: English

PREREQUISITES: None

METHOD OF PRESENTATION:

The seminar provides a robust learning environment with active discussions and reflections on internship experiences, seminar topics, and assigned tasks and readings. Every class session will engage students in discussing their evolving internship experiences, observations, and questions related to living and working in the host location, and the challenges they encounter. Interns will be expected to actively exchange ideas, viewpoints, and insights as the semester progresses and to contribute topics of interest about which they are curious or would like to deepen their knowledge. In addition to the seminar contact hours, students spend ca. 32 clock hours at the internship placement site, depending on the needs of the company.

Weekly course-related excursions and guest lectures will help engage students with the local community and expose them to diverse work sectors and models. One social event will be held outside of regular class hours to provide students with the opportunity to practice their networking skills.

REQUIRED WORK AND FORM OF ASSESSMENT:

- Internship supervisor evaluation – 40%
- Active participation in online content – 10%
- Weekly journal entries – 10%
- Group project – 20%
- Final analytical paper – 20%

Internship supervisor evaluation

The internship supervisor uses a rubric to assess students' performance in both practical job skills (deadlines, attendance, quality of work, communication, and initiative) and soft skills (enthusiasm and approach to work, critical thinking, intercultural understanding, receptivity to feedback, and job knowledge at the end of their assignment).

Participation in online content

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Students are expected to participate in online pre-departure modules that prepare them for culturally appropriate resume development and interviewing in a different cultural context. The assigned tasks help student contextualize their understanding of the nature, purpose, and distinctive features of Austrian workplace culture.

Weekly journal entries and timesheets

The weekly journals will consist of prompted entries asking students to reflect on their workplace activities, document observations, and track their learning and development. A theme will be provided for each journal entry. The journals will help students prepare content for their final paper and provide opportunities for reflection. The weekly timesheets track the student's working hours at the host company.

Group project

In consultation with their instructor, students craft a research question on a topic related to social or sustainability issues in their city and then present their findings to the class in session 2 of week 7, using a StoryMap, Miro storyboard, guidebook, video, podcast, or other options. This is a 15-minute presentation, with groups of no more than 4 students. Students will be evaluated based on their active engagement with their peers as they present.

Final analytical paper

The final paper (1250-1500 words), due in week 8, describes and analyzes the overall internship experience and students' personal and professional development over the semester. The paper should include the following elements:

- Company description
- Description of the sector to which it belongs
- Description of the job position, e.g., knowledge, competencies, and abilities needed, cultural differences in time management, organizational structure, hierarchy, decision-making, communication styles, etc.
- Description of main tasks, duties, and responsibilities
- What students have learned from the experience
- How the internship will enrich their resume and apply to their professional career
- Recommendations to improve the internship and their performance
- Concluding remarks about their personal goals (outlined in week 1) and the extent to which these were achieved by the end of their experience

Students will share an outline of their paper and seek instructor feedback in week 5.

LEARNING OUTCOMES:

By the end of the seminar series, interns will be able to:

- Analyze and differentiate general aspects of workplace culture in their host location from both the institutional or structural level and the societal or group level (i.e., how people think, act, and interact).
- Identify and examine how workplace cultures impact workplace dynamics and professional expectations and explain how they operate in their specific host organization.
- Evaluate their workplace performance and how their internship experiences have impacted their competencies in critical thinking, teamwork, cultural understanding and communication, and career planning.
- Identify and present, in both writing and speaking, their host organizations and the contributions they made there.
- Demonstrate a deeper understanding of the complexity of issues and challenges facing their location and organization in a global context;
- Express a heightened awareness of one's role in creating a more sustainable future.

ATTENDANCE POLICY:

Class attendance is compulsory. Unexcused absences will be subject to a 5% reduction in the final grade per missed class.

CONTENT:

Week	Content	Required Readings/Assignments
Week 1 Session 1	<ul style="list-style-type: none"> Introduction to course objectives and mediation of the course outline, including assessment and term paper requirements. Introductory facts about Austria Discussion of students' first observations, impressions, and questions Review of pre-departure reading 	<p>Readings:</p> <ul style="list-style-type: none"> Mendez, Deirdre (2013). <i>Cultural Analysis Toolkit: Navigating International Business Culture</i>, The University of Texas at Austin CIBER: 3-44. James, Timothy. "Strategies for Success in Your Internship." (2021). Available at https://www.linkedin.com/pulse/strategies-success-your-internship-timothy-james <p>Assignments:</p> <p>Personal Cultural Profile Assignment</p> <ul style="list-style-type: none"> Take the self-assessment on p. 34 of the <i>Cultural Analysis Toolkit</i> and complete the "Personal Cultural Profile" assignment on Moodle. <p>Journal Entry 1: Internship goals</p>
Week 1 Session 2	<ul style="list-style-type: none"> Teamwork and Global Leadership competencies with business case study Using games and other methods to improve teamwork in a high-functioning team. Field trip to Prater, including management talk with key officials 	<p>Readings:</p> <ul style="list-style-type: none"> Piercy, N., & Giles, W. (1989). Making SWOT analysis work. <i>Market Intelligence & Planning</i>, 7(5/6), 5–7.
Week 2 Session 1	<ul style="list-style-type: none"> Discussion of key cultural concepts related to navigating workplace culture in Austria Outline of the general economic profile and labor market in Austria 	<p>Readings:</p> <ul style="list-style-type: none"> "Core concepts of Austrian Culture" available at https://culturalatlas.sbs.com.au/austrian-culture/austrian-culture-core-concepts#austrian-culture-core-concepts Erin Meyer, "The Head or the Heart," <i>The Culture Map</i>, pp. 163-173 "This is Austria" Austrian Federal Economic Chambers 2018. Available at https://www.wko.at/oe/news/this-is-austria-facts.pdf <p>Assignments:</p> <p>Journal Entry 2: Cultural intelligence</p>
Week 2 Session 2	<ul style="list-style-type: none"> Business case study Field trip to Swarovski 	
Week 3 Session 1	<ul style="list-style-type: none"> Discussion of concepts related to intercultural communication. 	<p>Readings:</p> <ul style="list-style-type: none"> Erin Meyer, "Listening to the Air," <i>The Culture Map</i>, pp. 29-49 Erin Meyer, "Disagreeing Productively," <i>The Culture Map</i>, 195-218 <p>Assignments:</p>

Week	Content	Required Readings/Assignments
		Journal Entry 3: Intercultural communication
Week 3 Session 2	<ul style="list-style-type: none"> Alternative Businesses (NGOs, sustainability & the circular economy) Guest lecture by Bernhard Zlanabitnig 	
Week 4 Session 1	<ul style="list-style-type: none"> Overview of host location's evolving political profile Discussion of key concepts related to navigating workplace culture in Austria 	Readings: <ul style="list-style-type: none"> The political, administrative, and legal system of Austria, available at https://www.migration.gv.at/en/living-and-working-in-austria/austria-at-a-glance/the-political-administrative-and-legal-systems/ Tomas Chamorro-Premuzic and Michael Sanger, "What Leadership Looks Like in Different Cultures," <i>Harvard Business Review</i>, May 6, 2016. Assignments: Journal Entry 4: Navigating workplace culture
Week 4 Session 2	<ul style="list-style-type: none"> Tourism Development Smart Guide Vienna tour and group work 	One reading to prepare students for the scheduled site visit or guest speaker
Week 5 Session 1	<ul style="list-style-type: none"> Discussion of Austria's evolving social environment 	Assignments: Journal Entry 5: Social issues in host culture
Week 5 Session 2	<ul style="list-style-type: none"> Business case study – agriculture and organic food Field trip to Meinh/Graben, discussions with management 	
Week 6 Session 1	<ul style="list-style-type: none"> Discussion of Austria's evolving relationship to sustainability 	Readings: <ul style="list-style-type: none"> Overview of the UN Sustainable Development Agenda and SDGs available at https://sdgs.un.org/goals Focus on SDG 11: Sustainable Cities and Communities available at https://www.globalgoals.org/goals/11-sustainable-cities-and-communities/ Assignments: Journal Entry 6: Sustainability issues
Week 6 Session 2	<ul style="list-style-type: none"> The European Union and how it works with a field trip to the House of Europe 	
Week 7	<ul style="list-style-type: none"> Networking event 	Assignments:

Week	Content	Required Readings/Assignments
Session 1		Journal Entry 7: Networking
Week 7 Session 2	<ul style="list-style-type: none"> Group presentations and peer evaluation 	
Week 8 Session 1	<ul style="list-style-type: none"> Students present “lessons learned” from their internship experiences drawing on pertinent examples from the workplace 	<p>Readings:</p> <ul style="list-style-type: none"> Hajo Adam, Otilia Obodaru, Jackson G. Lu, William Maddux, and Adam Galinsky. “How Living Abroad Helps You Develop a Clearer Sense of Self.” <i>Harvard Business Review</i>, May 22, 2018. Available at https://hbr.org/2018/05/how-living-abroad-helps-you-develop-a-clearer-sense-of-self Perna Mark C. “An Internship Advantage Is Powerful. Here’s How To Make It A Win-Win.” <i>Forbes</i>, April 8, 2022. Available at https://www.forbes.com/sites/markcperna/2022/04/08/an-internship-advantage-is-powerful-heres-how-to-make-it-a-win-win/?sh=161fae6f2b73 <p>Assignments:</p> <ul style="list-style-type: none"> Final Analytical Assignment
Week 8 Session 2	<p>Discussion on:</p> <ul style="list-style-type: none"> Insights gained about the wider host location culture Overall summer abroad experience 	

COURSE RELATED EXCURSIONS:

Students may be offered the chance to go on excursions to local businesses during class time, such as:

- Schönbrunn Castle
- Prater Amusement Park
- WU Campus
- Meinel Am Graben
- House of Europe
- Culinary History Walking Tour
- Amadeus Music Festival
- Experience Europe
- Leopold Museum
- Graffiti Tour
- Wien Museum
- House of Habsburg

REQUIRED READINGS:

- Adam, Hajo, Otilia Obodaru, Jackson G. Lu, William Maddux, and Adam Galinsky. "How Living Abroad Helps You Develop a Clearer Sense of Self." *Harvard Business Review*, May 22, 2018. Available at <https://hbr.org/2018/05/how-living-abroad-helps-you-develop-a-clearer-sense-of-self>
- Chamorro-Premuzic, Tomas and Michael Sanger, "What Leadership Looks Like in Different Cultures," *Harvard Business Review* (May 6, 2016). Available at <https://hbr.org/2016/05/what-leadership-looks-like-in-different-cultures>.
- James, Timothy. "Strategies for Success in Your Internship." (2021). Available at <https://www.linkedin.com/pulse/strategies-success-your-internship-timothy-james>.
- Mendez, Deirdre. *Cultural Analysis Toolkit: Navigating International Business Culture*. The University of Texas at Austin CIBER: 3-44. 2013.
- Meyer, Erin. *The Culture Map*. New York: PublicAffairs. 2014
- Perna Mark C. "An Internship Advantage Is Powerful. Here's How to Make It a Win-Win." *Forbes*, April 8, 2022. Available at <https://www.forbes.com/sites/markperna/2022/04/08/an-internship-advantage-is-powerful-heres-how-to-make-it-a-win-win/?sh=161fae6f2b73>.
- SDG 11: Sustainable Cities and Communities. Available at <https://www.globalgoals.org/goals/11-sustainable-cities-and-communities/>.
- UN Sustainable Development Agenda and Sustainable Development Goals (SDGs) overview. Available at <https://sdgs.un.org/goals>.