

Readings in Business and Intercultural Communication (61C00600)

Course readings

Read all of the following articles.

The articles can be found through Aalto University's library services by clicking on the 'bib.fi' links or by searching for the article using the name of the journal e.g. *Journal of Business Communication* (<http://web.lib.aalto.fi/en/journals/>).

Concepts and approaches

Koschmann, Matt (2012). What is Organizational Communication?

<https://www.youtube.com/watch?v=e5oXygLGMuY>

Piller, Ingrid (2009). Intercultural communication (Chapter 24). In Bargiela-Chiappini, Francesca (ed.) *The Handbook of Business Discourse*. Available through

Ebrary <http://site.ebrary.com/lib/aalto/docDetail.action?docID=10309050&p00=handbook%20business%20discourse> or start

here: <http://web.lib.aalto.fi/en/ecampus/go/54/http://site.ebrary.com/lib/aalto/search.action>

Askehave, Inger & Holmgreen, Lise-Lotte (2011). "Why can't they do as we do?": a study of the discursive constructions of "doing culture" in a cross-border company. *Text & Talk* 31–3. 271–291.

<http://bib.fi/WzKghA>

Stahl, Günter K. & Voigt, Andreas (2008). Do cultural differences matter in mergers and acquisitions? A tentative model and examination. *Organization Science*, 19 (1). 160–176.

<http://bib.fi/7z7kyg>

Jameson, Daphne (2007). Reconceptualizing Cultural Identity and its Role in Intercultural Business Communication. *Journal of Business Communication*, 44(3), 199–235. <http://bib.fi/qbc-Qg> or

<http://dx.doi.org/10.1177/0021943607301346>

Cultural differences in communication

Lee, Yoon Jung & Gretzel, Ulrike (2014). Cross-Cultural Differences in Social Identity Formation through Travel Blogging. *Journal of Travel & Tourism Marketing*, 31 (1), 37–54.

<http://bib.fi/KDgC9w>

Cardon, Peter W (2010). Using films to learn about the nature of cross-cultural stereotypes in intercultural business communication courses. *Business Communication Quarterly*, 73 (2), 150–

165. <http://bib.fi/iDZkzg>

Bye, H.H., Sandal, G.M., Van de Vijver, F.J.R., Sam, D.L., Çakar, N.D., Franke, G.H. (2011). Personal values and intended self-presentation during job interviews: a cross-cultural comparison. *Applied Psychology: An International Review* 60 (1), 160–82. <http://bib.fi/2sqMIA>

Ott, Ursula F. (2011). The Influence of Cultural Activity Types on Buyer-Seller Negotiations: A Game Theoretical Framework for Intercultural Negotiations. *International Negotiation*, 16, 427–450. <http://bib.fi/zC2Fwx>

Muhr, Sara Louise (2012). Strangers in familiar places – using generic spaces in cross-cultural identity work. *Culture and Organizations*, 18 (1), 51–68. <http://bib.fi/wVWGdw>

Managing intercultural business (communication)

Usunier, Jean-Claude & Roulin, Nicolas (2010). The influence of high-and low-context communication styles on the design, content, and language of business-to-business web sites. *Journal of Business Communication*, 47 (2), 189–227. <http://dx.doi.org/10.1177/0021943610364526>

Westjohn, Stanford A., Singh, Nitish & Magnusson, Peter (2012). Responsiveness to global and local consumer culture positioning: A personality and collective identity perspective. *Journal of International Marketing*, 20 (1). 58–73. <https://datapro.fiu.edu/campusedge/files/articles/magnussonp030913341069.pdf>

Hajro, Aida & Pudelko, Markus (2010). An analysis of core-competences of successful multinational team leaders. *International Journal of Cross Cultural Management*, 10 (2), 175–194. <http://bib.fi/WwAgyw> or <http://dx.doi.org/10.1177/1470595810370910>

Klitmøller, Anders & Luring, Jakob (2013). When global virtual teams share knowledge: Media richness, cultural difference and language commonality. *Journal of World Business* 48, 398–406. <http://bib.fi/6i0BIQ>

Oliveira, Maria de Fatima (2013). Multicultural environments and their challenges to crisis communication. *International Journal of Business Communication*, 50 (3), 253–277. <http://dx.doi.org/10.1177/0021943613487070>

Language use in intercultural business

Peltokorpi, Vesa & Vaara, Eero (2014). Knowledge transfer in multinational corporations: Productive and counterproductive effects of language-sensitive recruitment. *Journal of International Business Studies*, 45 (5), 600–622. <http://dx.doi.org/10.1057/jibs.2014.1>

Kankaanranta, Anne & Lu, Wei (2013). The evolution of English as business lingua franca: signs of convergence in Chinese and Finnish professional communication. *Journal of Business and Technical Communication*, 27 (3), 288–307. <http://bib.fi/51vw6g>

Bjørge, Anne Kari (2010). Conflict or cooperation: The use of backchannelling in ELF negotiations. *English for Specific Purposes*, 29, 191–20.

<http://bib.fi/vEhUEA> or <http://dx.doi.org/10.1016/j.esp.2009.04.002>

Pullin, Patricia (2010). Small talk, rapport, and international communicative competence: Lessons to learn from BELF. *Journal of Business Communication*, 47(4), 455–

476. <http://bib.fi/zp7mNg> or <http://dx.doi.org/10.1177/0021943610377307>