

- Be aware of the different cultural backgrounds of your employees
 - Promote cultural understanding and respect
 - Provide training on cross-cultural communication and teamwork
 - All of the above
6. What is the term for the ability to function effectively across cultures?
- Cultural intelligence
 - Ethnocentrism
 - Xenocentrism
 - Cultural relativism
 - Acculturation
7. Which of the following is a key consideration for businesses operating in multiple countries?
- The cultural differences between countries
 - The impact of culture on business practices
 - The need to adapt to local markets
 - All of the above
8. What is the term for the process of developing a new culture that combines elements of two or more cultures?
- Acculturation
 - Assimilation
 - Cultural hybridization
 - Ethnocentrism
 - Xenocentrism
9. Which of the following is a tip for negotiating in a cross-cultural setting?
- Do your research on the other party's culture
 - Be respectful of their customs and traditions
 - Be prepared to compromise
 - All of the above
10. What is the term for the process of learning about and understanding another culture?

PAPER # 6

Instructions: Answer any three questions. All questions carry equal marks.

Question 1:

Define cross-cultural management and explain its importance in the global business world.

Question 2:

Discuss the key dimensions of cultural difference, such as Hofstede's six dimensions of culture and Trompenaars' seven dimensions of culture.

Question 3:

Analyze the challenges and opportunities of managing a cross-cultural team.

Question 4:

Discuss the importance of cross-cultural communication and provide some tips for effective cross-cultural communication.

Question 5:

Explain how businesses can develop a cross-culturally competent workforce.

Case Study

Question 6:

A multinational corporation is expanding its operations into a new country. The company's CEO has assigned you to develop a cross-cultural training program for the employees who will be relocating to the new country. What topics would you include in the training program?

Instructions: Provide a detailed outline of your training program, including the specific topics that would be covered, the learning objectives for each topic, and the teaching methods that you would use.

Answers:

Question 1:

Cross-cultural management is the process of managing people from different cultures in order to achieve common goals. It is important in the global business world because it

The company's management team is also aware of the fact that the Chinese government has strict regulations on foreign businesses. They are concerned about complying with these regulations and avoiding any cultural faux pas.

Questions:

1. What are the main cultural challenges that the US-based multinational company is likely to face when expanding its operations to China?
2. What recommendations would you give to the company's management team to help them overcome these challenges?

Answers

Question 1

The main cultural challenges that the US-based multinational company is likely to face when expanding its operations to China include:

- Communication: The Chinese language is very different from the English language, and it is important to have a good understanding of the Chinese language and culture in order to communicate effectively with Chinese businesses.
- Business culture: The Chinese business culture is very different from the US business culture. For example, the Chinese culture is more collectivist than the US culture, and personal relationships are more important in China than in the US.
- Government regulations: The Chinese government has strict regulations on foreign businesses. It is important to comply with these regulations and avoid any cultural faux pas.

Question 2

The following recommendations would help the US-based multinational company overcome the cultural challenges it is likely to face when expanding its operations to China:

- Hire a Chinese consultant: Hiring a Chinese consultant can help the company understand the Chinese language and culture, and develop a communication strategy that is appropriate for the Chinese business environment.
- Train employees on Chinese culture: It is important to train employees on the Chinese language and culture so that they are able to communicate effectively with Chinese businesses and avoid any cultural faux pas.

- Partner with a Chinese company: Partnering with a Chinese company can help the US-based multinational company navigate the Chinese government regulations and avoid any potential pitfalls.

PAPER # 8

Section A: Multiple Choice Questions (20 marks)

Please circle the letter of the correct answer for each of the following questions.

1. Which of the following is NOT a dimension of Hofstede's Cultural Dimensions Theory?

- a. Individualism vs. Collectivism
- b. Power Distance
- c. Uncertainty Avoidance
- d. Time Management

2. A company is pursuing a global strategy that involves standardizing its products for the global market. This strategy is known as:

- a. Multidomestic strategy
- b. Transnational strategy
- c. Global strategy
- d. Export strategy

3. What term describes the ability to understand and adapt to different cultural norms and behaviors?

- a. Cultural myopia
- b. Cultural sensitivity