

### INT 660 Case Study: An American in Shanghai Guidelines and Rubric

After reviewing the Mini-Case: An American in Shanghai (found on pages 17–18 of the textbook), students will answer the following questions:

1. To what extent were the Chinese interpreter and the Chinese general manager responsible for the situation that has arisen?
2. How should the chief executive officer (CEO) have handled the situation immediately following the Chinese general manager’s introduction?
3. Discuss other complications that could arise when trying to negotiate in a foreign country when one has limited knowledge about local customs and business practices and steps that negotiators can take to increase their cultural awareness and avoid misunderstandings when dealing with international counterparts.

**Guidelines for Submission:** Your case study should follow these formatting guidelines: Use of at least one source, one to two pages double-spaced, 12-point Times New Roman font, one-inch margins, and citations in APA format.

Critical Elements	Exemplary (100%)	Proficient (90%)	Needs Improvement (70%)	Not Evident (0%)	Value
<b>Stakeholder Responsibility</b>	Meets “Proficient” criteria and justifies reasoning with clear and relevant examples	Accurately describes the extent to which both the Chinese interpreter and the Chinese general manager were responsible for the situation	Does not sufficiently describe the extent to which both stakeholders were responsible for the situation	Does not include a description of the Chinese interpreter or the Chinese general manager’s involvement in the situation	20
<b>Alternative Actions of CEO</b>	Meets “Proficient” criteria and substantiates ideas with research	Provides appropriate recommendations for how the CEO should have handled the situation immediately following the introduction	Does not sufficiently address possible alternative recommendations for how the CEO should have handled the situation immediately following the introduction	Does not include alternative actions for how the CEO should have handled the situation immediately following the introduction	25
<b>Additional Complications</b>	Meets “Proficient” criteria and justifies reasoning with clear and relevant examples	Identifies complications that can arise when conducting negotiations in a foreign country when one has limited cultural knowledge	Identifies potential complications but explanation is lacking	Does not identify complications that can arise during international negotiations	20
<b>Steps to Increase Cultural Awareness</b>	Meets “Proficient” criteria and substantiates ideas with research	Describes steps that negotiators can take to increase their cultural awareness and avoid misunderstandings	Does not sufficiently describe steps that negotiators can take to increase their cultural awareness and avoid misunderstandings	Does not include steps negotiators can take to increase their cultural awareness and avoid misunderstandings	25

<b>Articulation of Response</b>	Submission is free of errors related to citations, grammar, spelling, syntax, and organization and is presented in a professional and easy to read format	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	10
<b>Earned Total</b>				<b>100%</b>	