文藻外語大學 114學年度第2學期 教學綱要
Wenzao Ursuline University of Languages
Syllabus for the 2nd Semester of the 2025 Academic Year

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壹、課程基本資料

課程名稱 Course Title	國際專業服務領導(一) INTERNATIONAL SERVICE LEARNING AND LEADERSHIP (1)			
課程類別(學制) School System	日間部四技 Four-Year College of Day Division			
開課單位 Academic Unit	國際企業管理系			
授課教師 Instructor	廖俊芳, 王志堅, 謝忠志, 林潔, 張純華		職稱 Academic Rank	副教授, 副教授, 專案副教授, 助理教授, 講師
師生互動 Data of Instructor	辦公室 Office	廖俊芳 Z410, 張純華 課外活動指導組, 謝忠志 Z414, 王志堅 G321, 林潔 Z820,	辦公室電話 Office Phone Number	廖俊芳 分機6221 , 張純華 分機2231 , 謝忠志 分機7217 , 王志堅 分機7313, 林潔 分機6527
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	約談時間 Office Hours	Friday (10-15，By Appointment)		
學分 Credits	4學分	選課別 Category	[ ]必修 Required Course [∨]選修 Elective Course	
開課類別 Course Length	[ ]學年課 Year-long course(2 semesters) [∨]學期課 semester course(1 semester)		開課年級Year Taught: 2年級 授課班級Class Taught: 日四技共同二	
課程內容概要 Course Content Synopsis	■課程內容概要: 本課程提供學生參與國際專業服務學習所須之國際志工培訓與準備，以提昇學生對於國際專業服務意涵之認識與瞭解，並實際運用文藻學生之語言、創意語言教學及管理企劃之專業能力，規劃與執行語言相關之國際專業服務方案。 本課程內容包含: 1.國際專業服務暨領導力訓練: 透過國際專業服務及領導力訓練，以及各項團隊專業服務任務，讓學生學習團隊溝通與合作，聆聽他人需要，表達自己想法，衝突管理等養成； 2.跨文化議題及服務意涵: 整全性了解國際專業服務意涵，亦了解各國文化國情，學習對於服務對象的尊重，避免錯誤服務態度造成當地之負面影響; 3.創意語言教學課程及活動設計:透過創意語言教學教案撰寫、教材教具創研及創意語言活動設計，以及試教演練等，協助學生籌備國際語言專業服務內容。 4.專業方案企劃: 因應各國家專業服務內容不同，學習設計適合當地之服務方案，設計過程同時也讓激發志工創造力及運用現有資源之問題解決能力； 5.自我覺察與反思: 透過引導反思，培養國際志工自我覺察能力，檢視自己的服務歷程，且藉由他人分享，從中豐富自己的眼界。 The course provides students with the necessary pre-service training and preparations to equip students with skills and awareness to participate in international volunteering and service-learning projects. The training course assists students to employ their professional knowledge and skills, such as languages, language education and business administration, to design and implement international volunteering and service-learning projects. The course employs the six service-learning procedures—investigation, preparation, execution, reflection, celebration and sustainability. Through services, discussions and reflections, the course is expected to enhance students' development of professional knowledge, personal growth and civic engagement. Reciprocity and reflection are the key elements of the service-learning course. The course content includes: 1.International service-learning of leadership and communication: Students can learn team communication and cooperation, listen to others' needs, express their own ideas, and manage conflicts through service-learning of leadership and communication, as well as various team professional service tasks.			

	2.Cross-cultural issues and service implications: Students can understand the meaning of international service and world cultures' difference, learn respect for clients, and avoid local negative impacts caused by wrong service attitudes; 3.Creative language teaching courses and activity design: Students are able to prepare international language professional services through the course design and plan of creative language, creative research of teaching materials and aids, and teaching demonstration. 4.Professional proposal planning: In accordance with the different professional service contents from the different countries, students will design suitable program for local service plans, and the design process also enables problem-solving ability to stimulate volunteer creativity and use existing resources; 5.Self-awareness and reflection: Through guiding reflection, students will be trained to be international volunteers and explore self-awareness, examine their own service history, and share their vision through others. ■主要授課語言: 國語(Mandarin)
課程學習目標 Course Learning Goals	1. 協助學生了解國際專業服務之內涵與意義。 2. 培育學生創意語言教學專業知能、研製創意語言教學教材、教案及課程活動。 3. 訓練學生主題式活動設計、企劃與執行能力。 4. 引導學生運用行銷與管理知識，藉由專案設計與實作，增進學生實務知能，協助學生內化專案設計與管理知識。 5. 培養、提昇學生的協商、溝通、計畫與組織、自信與同理心等方面的表現。 6. 增進團隊合作與培育領導力。 7. 協助學生學習如何進行國際專業服務、積極參與重要事務，履行國際公民責任。 1.To assist the students to understand the meaning and significance of international professional service 2.To train the students' creative language teaching expertise, develop creative language teaching materials, lesson plans and curriculum activities 3.To train the students in thematic approach, planning and executive ability 4.To guide the students to make use of marketing and management knowledge to enhance students' practical knowledge and help students to internalize the project design and management knowledge through project design and implementation 5.To train and enhance students' performance in negotiation, communication, planning and organization, self-confidence and empathy 6.To improve teamwork skill and foster leadership 7.To assist the students in learning how to carry out the international professional service, to actively participate in important matters, and fulfill international citizenship responsibilities

系培育目標與核心能力以及學習目標Development Goals, Skill Indicator, & Learning Objectives

系培育目標 Development Goal	核心能力指標編碼 Skill Indicator Code	核心能力 Skill Indicator	學習目標 Learning Objective
具有國際企業管理專業知能	1-2-7	培養領導與溝通之能力	1.了解大學社會責任及專業服務學習意涵 2.培養跨領域專業服務及領導能力 3.培養跨領域溝通能力 4.培養創意專業方案企劃及執行能力
具備國際觀與外語能力	2-2-2	了解國際文化與經貿議題	1.了解國際專業服務意涵 2.探討跨文化議題 3.培養跨文化溝通能力 4.參與跨領域專業服務學習
具有溝通與解決問題的能力	4-2-1	具有組織運作與管理的知能	1.培養跨領域溝通合作能力 2.培養問題解決及應變能力 3.培養籌畫與執行專案及服務學習能力 4.培養自我省察與反思能力
具有團隊合作能力	5-2-1	透過專題報告，增強團隊精神	1.培養跨領域合作能力 2.培養口說報告能力 3.培養籌畫與執行專案計畫能力

	其他(Others)	
學生先備知能 Prerequisite Knowledge Skills	1.基本中英文溝通能力。 2.基礎電腦操作及雲端學園操作能力。 3.基本生活管理能力。 4.生活中自我覺察及反思的能力。	
教學學理基礎 Theoretical Foundation of Instruction	1.以吳甦樂教育精神為教學目標的基礎，特別著重"樂於服務"精神的培養。 2.以本校學生培育目標Leadership為教學內容的基礎。 3.專業能力以英語教學、課輔或英語健康促進主題翻譯之專業為核心能力培養之學理根據。並以行動通訊軟體運用之科技能力為技術基礎。 4.經驗學習理論（Experiential Learning Theory）	
授課資訊 Instructional Information	■課程類型(Top Down)	
	深碗課程Deep-bowl course 跨領域課程Cross-disciplinary 創新創業課程Innovative Entrepreneurship Courses 創新教學課程Innovation teaching course 專業服務學習課程Professional services learning course 計畫案課程(請填計畫案名稱)Project course (Project name)114-116 USR 計畫--文藻螺絲釘·鏈結世界心-科技送暖、永續傳情 AI人工智慧AI Artificial Intelligence 課程融入聯合國永續發展目標SDGs 4.優質教育Quality Education 課程融入聯合國永續發展目標SDGs 11.永續城鄉Sustainable Cities and Communities 課程融入聯合國永續發展目標SDGs 14.永續海洋與保育Life Below Water	
	■教學平台	
	實體教學(一般 18 週)Face-to-Face Instruction - Standard 18 Weeks	
	■主要教學策略	
	講授Lecture 實作Hands-on 自主學習Learning autonomy 服務學習Service learning 個別指導Individual guidance 校外參訪Off-campus visits 協同教學Collaborative teaching 分組討論Group discussion 方案導向Project-based 影片欣賞Video appreciation	
評量 Student Assessment	■評量方式與評分比例分配 Evaluation Criteria	
	1. 個人出席/參與Participation (50%)：包括課程及小螺絲釘服務出席attendance at the session on course and the professional service 2. 專業服務Professional service (30%)：包括專業服務品質、作品及反思報告(報告格式放於雲端學園) a reflection report (the sample form to be downloaded from Wenzao Cloud e-learning) 3.期末團隊反思口頭報告Final oral presentation in groups 5/21 Rehearsal (5%) +6/6 (15%) (含1分鐘影片及PPT+報告) with a one-minute video and a PPT file	
	■課堂要求 Course Requirements & Policies	
	1. Students should follow the academic requirements and attendance policies at Wenzao. 2. All assignments must be turned in on time. Therefore, be aware of all due dates. All late assignments will be graded 50 if it is turned in within two days after the due time. An assignment will be graded 0 if it’s late for more than three days late. Therefore, it is the students’ responsibility to make sure that the teacher has received your assignment. 3. All written assignments must be typed and proofread. Issues of cheating and plagiarism will be treated very seriously. You should upload your assignments to the class website on time. 4. There should be at least 2 reflection reports. Please upload your reports to the cloud e-learning. (中英文皆可). The grades will be based on the number of words written, and it should be above 200 words. Any reflection below 199 will be rejected. The criteria are as below. 5. In case of discrepancies in the final grade, it is your responsibility to show proof before grades can be changed. 6. Your class participation and learning attitude will be seriously considered for the final result of this course. 7. Please turn off phones during the class.	

	8. No food in class. 9. The volunteer service rules are as below. All reflection reports or projects should be submitted by May 28, 2026. 所有反思報告請於115/5/28前完成，並且繳交到雲端學園。 ● 專業服務規劃 方案 方式 A 醫院小螺絲釘 （必選）義大醫院小螺絲釘服務3次（每次3小時）or 榮總(具東南亞語或攝影專長）2 選1 B 國際教育小螺絲釘 國際教育小螺絲釘:線上英語6次（每次40-45 min） 馬來西亞砂勞越原住民兒童線上英語教學服務 C 產業小螺絲釘 1. 蚵寮彩繪牆(與噴漆藝術家和蚵寮國小共同製作) 2. 中英語觀光導覽(透由學習口譯導覽繼而帶著蚵寮學生一同介紹家鄉之美) D 營隊小螺絲釘 培育學生能:1.規劃設計營隊主題活動。2.結合地方特性，完成蚵仔寮中、小學生永續探索學習營的服務工作。 重要日期: ◆ 全班 3/25（三）15:10-17:30大小學伴相見歡(3/26調課) 3/28（六）9-16 義大醫院新進志工訓練（6/11、6/18調課） 5/9（六）9-16高榮(OSCE國考)Standard Patient訓練（6/18、6/25調課） 5/21(四)18:30 -21:00 Presentation Skill / Rehearsal 團隊佔學期成績5% 6/6（六）9:00-12:00期末反思與慶賀(6/4調課）團隊佔學期成績15%
教材 Learning Materials	「請學生務必使用正版教科書」Please respect copyright and use orignal textbooks. ■教科書 Textbooks
	1、書名：海邊有夠熱情：永安、彌陀、梓官、蚵仔寮 作者：鄭順聰，盧昱瑞、林建志繪 出版社：新北：印刻出版社 出版年：2013 2、書名：教師自編教材
	■參考書目或網址 References or Websites
	尚未輸入
教學用軟體 Software	付費軟體Commercial software Microsoft Office Others其他線上或AI 免費工具
補充資料 Additional Remark	本科目無相關下載檔案。

貳、課程內容與進度(Course Content and Schedule)

週次 Week	上課日期 Date	單元名稱 Units	授課方式 Instructional Approaches	作業、報告、考試或其它 Assignments, Tests and Others	備註 Remarks
1	115/02/22 ~ 115/02/28	Part I 理念說明與先備能力 國際專業服務領導 1. 計畫說明、服務領導 2. 團隊介紹 3. Group Sharing	Briefing	All老師	2/23-3/2 第二次加退選
2	115/03/01 ~ 115/03/07	Part I 理念說明與先備能力 1. 場域及團隊介紹-Melody 2. 教育(國際)小螺絲釘-純華、Emma 3. 產業小螺絲釘-維元、忠志、林潔 4. 醫院小螺絲釘- Melody 5. 營隊小螺絲釘-志堅	Co-teaching	All老師	
3	115/03/08 ~ 115/03/14	Part III 跨域專業學習與實作-分班1 1.國際小螺絲釘 2.產業小螺絲釘 3.營隊小螺絲釘			分組確認 (教育/產業/營隊小螺絲釘三選一)
4	115/03/15 ~ 115/03/21	Part II 跨領域協同教學(1)	業師 協同教學		

週次 Week	上課日期 Date	單元名稱 Units	授課方式 Instructional Approaches	作業、報告、考試或其它 Assignments, Tests and Others	備註 Remarks
5	115/03/22 ~ 115/03/28	Part III 跨域專業學習與實作 -分班2 1.國際小螺絲釘 2.產業小螺絲釘 3.營隊小螺絲釘			3/28(六)義大醫院新進志工訓練（9:00-16:00）(6/11、6/18調課)
6	115/03/29 ~ 115/04/04	4/1（三）15:05 (羅文藻銅像集合 by Bus) -大小學伴/場域相見	Site Visit	4/2調課 至4/1	1.醫院3次排班完成
7	115/04/05 ~ 115/04/11	Part III 跨域專業學習與實作 -分班3 1.國際小螺絲釘 2.產業小螺絲釘 3.營隊小螺絲釘			產業小螺絲釘：導覽課程調課到4/8(三) 1500-1730
8	115/04/12 ~ 115/04/18	Part III 跨域專業學習與實作 -分班4 1.國際小螺絲釘 2.產業小螺絲釘 3.營隊小螺絲釘			Midterm Week
9	115/04/19 ~ 115/04/25	Part III 跨域專業學習與實作 -分班5 1.國際小螺絲釘 2.產業小螺絲釘 3.營隊小螺絲釘			4/25(六) 產業小螺絲釘 執行彩繪
10	115/04/26 ~ 115/05/02	Part II 跨領域協同教學(2)			How to do Reflection
11	115/05/03 ~ 115/05/09	5/9: 9-16高榮（OSCE國考)Standard Patient訓練（5/7、6/25調課）			
12	115/05/10 ~ 115/05/16	Part III 跨域專業學習與實作 -分班6 各組多元/彈性課程規劃			
13	115/05/17 ~ 115/05/23	Presentation Skill /簡報技巧Rehearsal	團隊反思口頭報告(5%)		5/18 Due for Team draft PPT
14	115/05/24 ~ 115/05/30	Part III 跨域專業學習與實作 -分班7 各組多元/彈性課程規劃			5/28 Reflection Reports Due
15	115/05/31 ~ 115/06/06	期末反思與慶賀(6/6, 六, 9-12)	團隊反思 口頭報告(15%)	邀請場域夥伴齊聚文藻 分享學習成果	6/1 Due for Team final PPT and Video
16	115/06/07 ~ 115/06/13	多元/彈性課程規劃			已安排調課(如前)
17	115/06/14 ~ 115/06/20	多元/彈性課程規劃			已安排調課(如前)
18	115/06/21 ~ 115/06/27	多元/彈性課程規劃			已安排調課(如前)