

## Course Specification

<b>University</b>	Suan Dusit University
<b>Campus/ Faculty/ Field of Study</b>	Business English Program Faculty of Humanities and Social Sciences

### 1. General Information

#### 1.1 Course title and code

1553123 Business Negotiations

#### 1.2 Credit Hours

3 (3-0-6)/ 3 hours/week

#### 1.3 Program in which the course is offered and course types (compulsory, elective, etc)

Compulsory

#### 1.4 Name of faculty member responsible for the subject / Name of lecturer

1) Name of lecturer being responsible for the subject: Ms. Janalyn Ramos-Dayrit

2) Name of lecturer: Ms. Janalyn Ramos-Dayrit

#### 1.5 Semester/year at which the course is offered

2nd Semester/3rd year/Section A1

#### 1.6 Pre-requisites for this course

None

#### 1.7 Co-requisites for this course

None

#### 1.8 Location (indicate room numbers)

Room \_\_\_\_\_ Building \_\_\_ Suan Dusit University

#### 1.9 Date on which the course is modified

15 November 2019

## **2. Aim and Purpose**

### **2.1 Subject aims**

Upon completion of this course, students should be able to achieve the following objectives:

1. Practice honesty in accomplishing assignments and develop a lasting academic and professional ethics
2. Enhance knowledge about useful negotiation skills, strategies and approaches, as well as gaining a broad understanding of important concepts used in business negotiations
3. Improve and acquire negotiations skills leading to confidence in negotiations in international business processes and dealing with obstacles and conflicts in business negotiations and resolving conflicts
4. Recognize and understand negotiation styles in order to understand and predict the behavior of individuals, groups and organizations in future business negotiations
5. Get some expert advice and coaching to enhance negotiating skills with the use of information technology and helpful links about business negotiation courses.

### **2.2 Purposes for developing / modifying the course**

To enhance knowledge of different negotiation skills by improving the persuasive skills, proper handling of the concerns of others, taking proactive approach to negotiation training, being ready to make mistakes and learn to practice more.

## **3. Course Management**

### **3.1 Course description:**

Vocabulary and expressions used for negotiations in an international business

context; practice business negotiation processes: making opening statements, pitching, problem solving and drawing conclusions.

### 3.2 Teaching Hours per semester

Lecture/ Practice hours	Additional Teaching Hours	Training/ Fieldwork	Self-study
45	45	-	90

### 3.3 Academic advising given to individual students (hours per week)

Students can contact the teacher online through chat on social network application or through phone calls from 8am until 5pm.

#### 4. Development of Student Learning Outcomes

##### Teaching Strategies and Assessment

Learning Outcomes Being Developed	Teaching Strategies	Methods of Assessment	Assessment Week	Proportion of Assessment
<p><b>1. Develop self-discipline, punctuality and responsibilities</b></p> <p>2. Show honesty in the assigned tasks</p> <p><b>3. Conform to rules and regulations</b></p> <p><b>4. Have academic and professional ethics</b></p>	<p>1. Take on time attendance, check assignments and give weekly tests</p> <p>2. Check assignments and grade weekly tests thoroughly</p> <p>3. Set guidelines for proper behavior and assign points accordingly</p> <p>4. Explain rules and regulations clearly and ask for justifying inappropriate behavior or action</p>	<p>1. On time attendance in every class</p> <p>2. Regular grading of assignments and tests</p> <p>3. Rubric for guidelines for behavior</p> <p>4. Lecture on rules and regulations and one to one chat with students if necessary</p>	1-15	10%
<p><b>1. Have an understanding of an acquired skill of English in listening, speaking, reading and writing</b></p> <p><b>2. Have knowledge in the field of Business English covering vocabulary, grammar and expressions;</b></p> <p>3. Have basic knowledge of business;</p> <p><b>4. Have integrated knowledge in other related disciplines</b></p>	<p>1. Discussions, videos, pair and group work</p> <p>2. Lectures, discussions, pair and group work</p> <p>3. Lectures and videos</p> <p>4. Lectures, videos and power point presentations</p>	<p>1. Class activities, exercises and interviews</p> <p>2. Weekly individual and group tests and activities</p> <p>3. Class tests and interviews</p> <p>4. Exercises and discussions</p>	Week 2, 6, 8, 10, 12, 14 and 16	50%
<p><b>1. Have the ability to search for and integrate up-to-date information</b></p>	<p>1. Class discussions on finding up-to-date information</p>	<p>1. Interactive talks and eliciting information</p> <p>2. Pair work, group and</p>	Week 14 and 16	20%

Learning Outcomes Being Developed	Teaching Strategies	Methods of Assessment	Assessment Week	Proportion of Assessment
<p>and new technology;</p> <p><b>2. Think creatively and have the ability to apply knowledge appropriately;</b></p> <p><b>3. Be able to think , analyze and solve problems systematically;</b></p> <p>4. Synthesize original body of knowledge.</p>	<p>2. Class activities based on situations in real life</p> <p>3. Assign problems using real life simulations</p> <p>4. Lectures, class discussions and exercises</p>	<p>class exercises</p> <p>3. Assign exercises in pairs and groups</p> <p>4. Elicit information and answers from discussions and exercises</p>		
<p><b>1. Have cooperative interpersonal skills and respect for the rights and opinions of others;</b></p> <p><b>2. Communicate effectively</b></p> <p><b>3. Work, and be responsible for the assigned work, duties and roles in the workgroup.</b></p>	<p>1. Have group and class discussions</p> <p>2. Interactive talks in class involving all students</p> <p>3. Group discussions with rotating group leaders</p>	<p>1. Provide feedback during and after discussions</p> <p>2. Provide opportunity for equal participation and healthy discussions</p> <p>3. Assign points to group leaders and individual members for responsibility and participation in discussions</p>	1 – 15	10%
<p>1.Be able to use information technology to search for information and present work</p> <p><b>2. Use information technology for communication</b></p> <p>3. Calculate and analyze basic quantitative data</p> <p><b>4. Calculate and process data by using computer applications</b></p>	<p>1. Assign exercises involving researching information on the internet</p> <p>2. Create Facebook and email groups, and use mobile apps</p> <p>3. Assign minor research work</p> <p>4. Assign exercises for finding and presenting information from the internet</p>	<p>1. Individual and group presentations</p> <p>2. Online exercises and assignments</p> <p>3. Monthly Individual presentations</p> <p>4. Weekly individual and group tests</p>	1 – 15	10%

## 5. Teaching Plan and Evaluation

### 5.1 Teaching Plan

Week (Hours)	Topic / Details	Teaching and Learning Activities / Activities and Tasks	Instructional Materials	Assessment and Evaluation (Proportion)	Lecturer
1 (3 hrs)	Introduction to the course learning activities and evaluation	<ul style="list-style-type: none"> <li>- Explain the course syllabus, course overview and objectives</li> <li>- Student and teacher self-introductions</li> <li>- Question and answer activity</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, textbook in discussing the course syllabus</li> <li>- Let the students participate by giving their views, expectations and comments</li> <li>- A question and answer activity at the end of discussion</li> </ul>	-Evaluate students about expectation and goals thru question and answer activity	Jana Ramos - Dayrit
2 (3 hrs)	Introduction to Business Negotiations	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>-Introduction to Business Negotiations (The Negotiator, Team vs. Individual negotiations, stages and types of negotiations, effective strategies and approaches)</li> <li>- In-class exercises</li> <li>- Assignment</li> </ul>	<ul style="list-style-type: none"> <li>-Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students read, analyze and give feedback of the lesson</li> <li>- Initiate in-class exercises</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students thru book exercises</li> <li>- Evaluate students by giving them assignment (5%)</li> </ul>	Jana Ramos - Dayrit
3 (3 hrs)	Elements of Successful Negotiation	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss the elements of negotiation, preparation, setting goals and limits</li> <li>- In-class exercises</li> <li>- Role play</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students participate in class discussion</li> <li>- Let students work in group for the presentation</li> </ul>	- Evaluate students' participation thru role play (5%)	Jana Ramos - Dayrit

Week (Hours)	Topic / Details	Teaching and Learning Activities / Activities and Tasks	Instructional Materials	Assessment and Evaluation (Proportion)	Lecturer
4 (3 hrs)	Continuation Elements of Successful Negotiation	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss the elements of negotiation, preparation, setting goals and limits</li> <li>- Situational activity</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students participate in class discussion</li> <li>- Encourage students to give questions and responses</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students thru situational activity</li> </ul>	Jana Ramos - Dayrit
5 (3 hrs)	Knowing the Market Place	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss how to gather information, playing detective and evaluation info, preparing from the general to specific</li> <li>- In-class exercises</li> <li>- Group work activity</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students read the sentences and encourage them to give their views and in doing the in-class exercises</li> <li>- Let students work in group</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students' participation thru group work activity (5%)</li> </ul>	Jana Ramos - Dayrit
5 (3 hrs)	Continuation Knowing the Market Place	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss how to gather information, playing detective and evaluation info, preparing from the general to specific</li> <li>- In-class exercises</li> <li>- Short quiz</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students read the sentences and encourage them to give their views and in doing the in-class exercises</li> <li>- A short quiz will be given at the end of class</li> </ul>		Jana Ramos - Dayrit
7 (3 hrs)	Conflicts in Business Negotiation	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss overcoming and guidelines for common glitches, dealing with bad negotiating</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students participate in class discussion and group presentation</li> <li>- Encourage students to give</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students thru group work</li> </ul>	Jana Ramos - Dayrit

Week (Hours)	Topic / Details	Teaching and Learning Activities / Activities and Tasks	Instructional Materials	Assessment and Evaluation (Proportion)	Lecturer
		environment - In-class exercises - Group work	questions and responses before the in-class exercises		
8 (3 hrs)	Continuation Conflicts in Business Negotiation	- Handouts compilation and visual aids - Discuss overcoming and guidelines for common glitches, dealing with bad negotiating environment - In-class exercises - Role play	- Use the OHP, laptop, video, recording and textbook for the discussion - Let the students participate in class discussion - Let students work in group for the role play	- Evaluate students' participation thru role play (5%)	Jana Ramos - Dayrit
9 (3 hrs)	International Business Negotiation	- Handouts compilation and visual aids - Explain how to understand culture before negotiating across the globe, listening around the world and overcoming issues - In-class exercises - Assignment	-Use the OHP, laptop, video, recording and textbook for the discussion - Let the students read, analyze and give feedback of the lesson	- Evaluate students by giving them assignment (5%)	Jana Ramos - Dayrit
10 (3 hrs)	Continuation International Business Negotiation	- Mid-term Examination - Handouts compilation and visual aids - Explain how to understand culture before negotiating across the globe, listening around the world and overcoming issues - In-class exercises	-Use the OHP, laptop, video, recording and textbook for the discussion - Let the students read, analyze and give feedback of the lesson - Let students take the mid-term exam	- Mid-term exam (20%)	Jana Ramos - Dayrit



Week (Hours)	Topic / Details	Teaching and Learning Activities / Activities and Tasks	Instructional Materials	Assessment and Evaluation (Proportion)	Lecturer
11 (3 hrs)	Telephone and Internet Negotiation	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss and analyze if your negotiating in the call and negotiating via E-mail</li> <li>- In-class exercises</li> <li>- Role play</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students read the sentences and encourage them to give their views and in doing the in-class exercises</li> <li>- Let students work in group for role play activity</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students' participation thru role play (5%)</li> </ul>	Jana Ramos - Dayrit
12 (3 hrs)	Continuation Telephone and Internet Negotiation	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss and analyze if your negotiating in the call and negotiating via E-mail</li> <li>- In-class exercises</li> <li>- Short quiz</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students read the sentences and encourage them to give their views and in doing the in-class exercises</li> <li>- A short quiz will be given at the end of class</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students thru short quiz (5%)</li> </ul>	Jana Ramos - Dayrit
13 (3 hrs)	Ten Personality Traits of Top Negotiators	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss the ten personality traits of top negotiators</li> <li>- In-class exercises</li> <li>- Presentation</li> <li>- Assignment</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students participate in class discussion</li> <li>- Encourage students to give questions and responses before the in-class exercises</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students thru group Project (10%)</li> </ul>	Jana Ramos - Dayrit
14 (3 hrs)	Continuation Ten Personality Traits of Top Negotiators	<ul style="list-style-type: none"> <li>- Handouts compilation and visual aids</li> <li>- Discuss the ten personality traits of top negotiators</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the discussion</li> <li>- Let the students participate in class discussion</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate students thru group Project (10%)</li> </ul>	Jana Ramos - Dayrit

Week (Hours)	Topic / Details	Teaching and Learning Activities / Activities and Tasks	Instructional Materials	Assessment and Evaluation (Proportion)	Lecturer
		<ul style="list-style-type: none"> <li>- In-class exercises</li> <li>- Presentation</li> </ul>	<ul style="list-style-type: none"> <li>- Encourage students to give questions and responses before the in-class exercises</li> <li>- Let students work in group for the presentation</li> </ul>		
15 (3 hrs)	Review of topics	<ul style="list-style-type: none"> <li>- Review content in all topics covered for the final exam</li> <li>- In-class exercises</li> </ul>	<ul style="list-style-type: none"> <li>- Use the OHP, laptop, video, recording and textbook for the final discussion and review</li> <li>- Initiate question and answer portion to test students readiness</li> <li>- Let students play a game for the in-class exercises</li> </ul>	- Evaluate students thru book activity	Jana Ramos - Dayrit

## 5.2 Assessment and Evaluation

### 1) Assessment

Participation in Learning Activities	20%
Group Project	20%
Quiz and Homework	20%
Midterm Exam	20%
Final Exam	20%

### 2) Evaluation

Criterion - referenced Assessment

Scores	Grade
85-100	A
79-84	B+
73-78	B
67-72	C+
61-66	C
55-60	D+
50-54	D
0-49	F

## 6. Teaching and Learning Resources

### 6.1 Required text

Ramos-Dayrit, J. (2018). *Business Negotiations*. Bangkok: Suan Dusit Graphic Site

### 6.2 Essential references

Sweeney, S. (2004). *Communicating in Business*. Cambridge: Cambridge University Press.

Barnard, R., & Cady, J. (2002). *Business Venture 1*. Oxford: Oxford University Press

Barnard, R., & Cady, J. (2009). *Business Venture 2*. Oxford: Oxford University Press

### 6.3 Suggested references

Donaldson, M.C. (2007). *Negotiating For Dummies®*, 2nd Edition. Indianapolis: Retrieved from <http://zxr.es/Negotiating%20for%20Dummies.pdf>

Phil W. (2011). *Vocabulary Lists Negotiation*. France: Retrieved from <https://www.vocabulary.com/lists/40123>

Teacher Joe, (2005). *Negotiate in English*. USA: Retrieved from <http://teacherjoe.us/BusinessNegotiation.html>

## 7. Course Evaluation and Improvement

### 7.1 Strategies for obtaining student feedback on quality of subject

1. Formal evaluation by the university online and the Business English Program
2. Group and Class discussions

### 7.2 Strategies for teaching evaluation

1. Independent feedback from students
2. Assessment of results achieved by students
3. Consultation with students' advisors

### 7.3 Processes for Teaching Improvement

1. Discussions with and feedback from colleagues
2. Classroom research
3. Expand knowledge through online teaching courses
4. Attend seminars and conferences to interact with delegates and attend presentations to improve knowledge on teaching strategies.

#### 7.4 Processes for Verifying Standards of Student Achievement

Learning Outcomes in Five Domains	Assessment			
	Observation	Class Activities	Quiz, Midterm and Final Exam	Homework
Morals and Ethics	✓	✓		✓
Knowledge	✓		✓	✓
Cognitive skills		✓	✓	✓
Interpersonal skills and responsibilities	✓	✓		
Communication Information Technology and Numerical Skills	✓	✓		✓

#### 7.5 Action planning for verifying and improving effectiveness of the subject

1. Students' feedback on course – lessons and tests
2. Inclusion of topics (if any) as per suggestions by students
3. Assessment of students' display of language and business skills during class exercises and activities