

Course title: External Services in Business, Tourism & IR		Credits* 5	Course code
Type of the course EQFS level: 7th Lecture Seminar X Practice X	Assessment: Examination Performance-based grade X Approval		
Semester (according to the standard curriculum): 1-2			
Course availability (according to the standard curriculum): Autumn			
Language of instruction (if not in Hungarian): English			
Prerequisites (according to the standard curriculum): B2 level of English			
Type of the course (compulsory, obligatory elective, free elective): compulsory			
Course schedule: http://www.kodolanyi.hu/neptun/			
<p>Course objectives: The course extends far beyond theory and lectures: students will have the opportunity to develop their skills through interactive analytical exercises, negotiation simulations, and hands-on activities. After taking part in this learning experience, they will be well-prepared to make better decisions, mediate agreements, and negotiate different deals. The program focuses on a critical aspect of negotiation—from structuring high stakes deals and mediating complex disputes to resolving intractable problems and strengthening difficult relationships.</p> <p>Learning outcomes (based on professional competences):</p> <p>Knowledge: The course will provide a broad, analytical and highly integrated study of business, leadership and management theories for different organizations, concerning national and international economic political and social affairs, relevant actors, functions and processes. Students will be able to demonstrate relevant knowledge and understanding of the organizational environment, in which they operate and their management. The course emphasises understanding, responding and shaping the dynamic and changing nature of organizations and the consideration of their future within the global environment, including the management of risks.</p> <p>Skills: Students are capable of understanding, analysing adapting to relevant organizational processes, functional policies, monitoring changing legal environment. They are capable of understanding impacts of economic and political processes and organisational changes. They are capable of expressing their personal professional views, approaches and discussing them, and besides, they are capable of getting to consensus and making right decisions. They are capable of leadership and management of an organization, planning, governing operation and supporting processes, allocating resources.</p> <p>Attitudes: Students are capable of proactive behaviour, resolving problems and that of constructive behaviour. They are capable of problem solving and critical analysis: analysing facts and circumstances to determine the reason for a problem and identifying and selecting appropriate solutions. Students demonstrate awareness concerning global, regional, local problems, related to social, environmental and cultural issues.</p>			

Generic Competencies:

Ability to work with people from a range of different cultures
Conceptual and critical thinking, analysis, synthesis and evaluation.

Foreign language competences

Students can function independently and with a great deal of precision on a wide variety of subjects and in almost any setting without any prior preparation.

1. Can understand a wide range of demanding, longer texts, and recognize implicit meaning.
2. Can express ideas fluently and spontaneously without much obvious searching for expressions.
3. Can use language flexibly and effectively for social, academic and professional purposes.
4. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.

Teaching methods:

The course will follow a cooperative teaching method while applying interactive in-class activities. All students will be involved in open discussions and course related project work in teams, that is to be done partly as out-of-class activities, partly in classes. Besides, they are expected to prepare with presentations on their own.

Requirements (exam's evaluation criteria and list of topics):

The students will be assessed by a performance-based grade way. Individual and team project work, in-class presentation and participation in the discussions will be graded. A very important result to be assessed is the students' capability of analysis, decision-making, planning and reaching consensus which abilities are essential on the job market.

Assessment & Grading:

Pass

Pass grade is given to the student who knows the significant parts of the course on a satisfactory level and can demonstrate an acceptable level of familiarity in the application of the content.

Satisfactory

Satisfactory grade is assigned to the student who knows significant portions of the subject matter of the course and can apply them with suitable safety.

Good

Good grade is assigned to the student who thoroughly knows the entire subject matter of the course and can safely apply it.

Excellent:

Excellent grade is assigned to the student who thoroughly knows the entire subject matter in all of its inherent relationships and is able to independently apply his/her knowledge with absolute certainty.

Department/faculty responsible for the course: Department of Interdisciplinary International Studies

Required average students' working hours (number of credits multiplied by 30):

150 hours workload

a) Preparation of the projects (120 hours)

- data and document collection
- analysis
- assessment of the above

- b) Preparing and making the presentations of the project work (10 hours)
- c) Reading compulsory and supplementary literature (20 hours)

Individual assignments (expected number of hours and list of activities):
30 hours contact hours.

Course leader:

Wirthné Móricz Zsuzsanna, +36 20 275 3602. E-mail: zswirthne@gmail.com

Lecturers:

Wirthné Móricz Zsuzsanna, +36 20 275 3602. E-mail: zswirthne@gmail.com