



# College of Hospitality Industry Management

## TQF5 Course Report

**Course Code :** IBP2424

**Course Title :** Negotiation Strategies

**Credits :** 3(3-0-6)

**Semester /Academic Year :** 2/ 2020

**Students :** Bachelor of Business Administration **Program in** International Business

**Lecturer(s) :** Mr. Kongsak Boonarchatong

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

## **Course Report**

**Institution** : Suan Sunandha Rajabhat University

**Campus/Faculty/Department** : College of Hospitality Industry Management

### **Section 1: General Information**

**1. Course Code and Title** : IBP2424 Negotiation Strategies

**2. Pre-requisite (if any)** : None

**3. Faculty Member(s) Teaching the Course and Sections**

Mr. Kongsak Boonarchatong

**Sections:** 01

**Room No.** 201

**4. Semester and Academic Year**

Semester 2 Academic Year 2020

**5. Venue**

College of Hospitality Industry Management, Nakhon Pathom Campus

**Section 2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan**

**1. Number of actual teaching hours compared with the teaching plan**

<b>Topics</b>	<b>No. of teaching hours in the plan</b>	<b>No. of actual teaching hours</b>	<b>Reason(s) (in case the discrepancy is more than 25%)</b>
<b>Topic 1</b> Building a Personal Negotiating Power - Understanding the nature of negotiation	3 hours	3 hours	-
<b>Topic 1</b> Building a Personal Negotiating Power - Principles of domestic and international negotiation Negotiation tactics	3 hours	3 hours	-
<b>Topic 1</b> Building a Personal Negotiating Power - Basic practice for negotiators Negotiation process	3 hours	3 hours	-
<b>Topic 2</b> Management Skills for Negotiators - Verbal and non-verbal communication People management	3 hours	3 hours	-
<b>Topic 2</b> Management Skills for Negotiators - Managing the negotiation environment	3 hours	3 hours	-
<b>Topic 2</b> Management Skills for Negotiators - The language of negotiation	3 hours	3 hours	-
<b>Topic 2</b> Management Skills for Negotiators - Listen and learn	3 hours	3 hours	-

<b>Topics</b>	<b>No. of teaching hours in the plan</b>	<b>No. of actual teaching hours</b>	<b>Reason(s) (in case the discrepancy is more than 25%)</b>
<b>Topic 3</b> Advanced Tactics and Special Situations - Advanced negotiation tactics	3 hours	3 hours	-
<b>Topic 3</b> Advanced Tactics and Special Situations - Negotiation countermeasures	3 hours	3 hours	-
<b>Topic 3</b> Advanced Tactics and Special Situations - Cross-cultural negotiation	3 hours	3 hours	-
<b>Topic 3</b> Advanced Tactics and Special Situations - Managing conflict and resolution	3 hours	3 hours	-
<b>Topic 3</b> Advanced Tactics and Special Situations - When negotiations fail	3 hours	3 hours	-
<b>Topic 3</b> Advanced Tactics and Special Situations - The ten commandments	3 hours	3 hours	-
<b>Topic 4</b> Group presentation	3 hours	3 hours	-
<b>Topic 5</b> Final exam review	3 hours	3 hours	
<b>Total</b>	<b>45</b>	<b>45</b>	

## 2. Topics that couldn't be taught as planned

<b>Topics that couldn't be taught (if any)</b>	<b>Significance of the topics that couldn't be taught</b>	<b>Compensation</b>
None	None	None

### 3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use $\checkmark$ )		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics	(1) Group activities (2) Classroom attendance (3) Case study	✓	-	-
2. Knowledge	(1) Mid-term examination (2) Final examination (3) Group activity	✓	-	Student worked better in group task. Thus, lecturer should assign more group activities.
3. Cognitive Skills	(1) Cooperative learning (2) Quiz (3) Group discussion	✓	-	Cooperative learning method could help student integrate their knowledge with real situation. So, lecturer should create more cooperative learning activities for students.
4. Interpersonal Skills and Responsibilities	(1) Cooperative learning (2) Group discussion (3) Group discussion	✓	-	Smart students can share and support less smart students to learn. So, lecturer should carefully divide group with the mix of students.
5. Numerical Analysis, Communication and Information Technology Skills	(1) Group activity (2) Group project (3) Group discussion	✓	-	-

#### 4. Suggestions for Improving Teaching Methods

Group activities, discussion and cooperative learning should be carefully assign to students, such as smart student should be grouped with less smart students to let them help less smart students complete the task.

#### Section 3 : Course Outcomes

1. Number of registered students : 10

2. Number of students at the end of semester : 10

3 Number of students who withdrew (W) : None

#### 4. Grade distribution

Grade	No. of students	Percentage
A	4	40.00
A-	4	40.00
B+	1	10.00
B	1	10.00
B-	-	-
C+	-	-
C	-	-
C-	-	-
D+	-	-
D	-	-
D-	-	-
F	-	-
Incomplete (I)	-	-

#### 5. Factors causing unusual distribution of grades (If any)

None

#### 6. Discrepancies in the evaluation plan specified in the Course Specification

##### 6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
None	None

## 6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
None	None

## 7. Verification of students' achievements

Verification Method(s)	Verification Result(s)
None	None

## Section 4 : Problems and Impacts

### 1. Teaching and learning resources

<b>Teaching Problems:</b> None	<b>Impacts on students' learning :</b> None
<b>Learning Resources Problems:</b> None	<b>Impacts on students' learning :</b> None

### 2. Administration and organization

<b>Problems from administration</b> None	<b>Impacts on students' learning</b> None
<b>Problems from organization</b> None	<b>Impacts on students' learning</b> None

## Section 5 : Course Evaluation

### 1. Results of course evaluation by students

#### 1.1 Important comments from evaluation by students

This course allows students to apply negotiation strategies concept learnt in the classroom with negotiation role plays.

#### 1.2 Faculty members' opinions on the comments in 1.1

Lecturer should assign more role play on negotiation strategies to encourage students to apply their knowledge on negotiation strategies.

**2. Results of course evaluation by other evaluation methods**

2.1 Important comments from evaluation by other evaluation methods

None

2.2 Faculty members' opinions on the comments in 2.1

None

**Section 6 : Improvement Plan**

**1. Progress of teaching and learning improvement recommended in the previous Course Report**

None	None
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**2. Other improvements**

There is a plan of using cooperative learning with some topics to help students to learn and practice more effectively.

**3. Suggestions for improvement for Semester 2 Academic year 2019**

Suggestions	Time Frame	Responsible person
A plan to use more role play on negotiation with students	Throughout the semester	Mr .Kongsak Boonarchatong

**4. Suggestions of faculty member(s) responsible for the course**

None

**Responsible Faculty Member/Coordinator:** Mr. Kongsak Boonarchatong

Signature 

Submission Date 11<sup>th</sup> June 2020

**Chairperson/Program Director:** .....

Signature..... Receipt Date .....