

	 <p>INTERNATIONAL SCHOOL of BUSINESS</p>	<p>SYLLABUS</p>	
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**PALAZZI FLORENCE ASSOCIATION FOR INTERNATIONAL EDUCATION
FLORENCE UNIVERSITY OF THE ARTS
ISB - INTERNATIONAL SCHOOL OF BUSINESS (BU)**

INTERNATIONAL SCHOOL OF BUSINESS
DEPARTMENT OF MARKETING
COURSE TITLE: INTERNATIONAL MARKETING
COURSE CODE: BUMKIT320

3 Semester Credits

1. DESCRIPTION

This course further develops the main principles of marketing by exploring the strategic implications of marketing in different countries and cultures and identifying specific marketing techniques and the modifications necessary to accommodate cultural differences. Topics include global marketing, marketing planning, segmentation, culture and business customs, political and legal factors and restraints, economic and technological development, and the international monetary system.

2. OBJECTIVES

Upon successful completion of this course, students will be able to:

- Research and analyze foreign market potential
- Develop an appreciation of various environments that influence international marketing: the risks and opportunities in economic, cultural, political, legal-regulatory, technological, and competitive forces
- Target the right consumer with the right product or service, comparing consumer differences and similarities across different markets
- Learn how advertising, promotion, sales-management, distribution, product marketing, and pricing are influenced by the environments of international business
- Make decisions regarding product launch planning and methods of market entry
- Define issues, understand the decision-making framework related to marketing and product development mix, for example, adaptation vs standardization
- Differentiate between, and truly understand challenges involved in implementing International Marketing theory into real-life practical situations.

3. REQUIREMENTS

Introduction to Marketing or equivalent. Unofficial transcript submission required.

4. METHOD

This course consists of lectures, class discussions, and projects. Mediums for instruction may include but are not limited to, interactive and hands-on activities which challenge thought processes; academic texts and studies; videos; slides; guided problem-solving; and experiential

and/or field learning activities when applicable.

5. TEXT BOOK – FURTHER READINGS – RESOURCES **TEXT BOOK**

Pervez N. Ghauri and Philip R. Cateora, *International Marketing* 4th ed. McGraw Hill, 2014.

The Textbooks are pre-ordered and available at: Paperback Exchange in Via delle Oche 4r or laFeltrinelli Via dei Cerretani 40R. Textbooks may also be available for purchase online or in e-book format.

The text book is mandatory for successful completion of the course.

Where applicable, additional materials, handouts and/or notes will be provided by the instructor.

FURTHER READINGS

(Books listed below are available in the FUA library)

International marketing relationships / Sue Bridgewater and Colin Egan.
by Bridgewater, Susan | Egan, Colin.

Michael R. Czinkota, Ilkka A. Ronkainen & Gilbert Zvobgo *International Marketing*. Andover UK
Cengage Learning 2011

Sue Bridgewater and Colin Egan. *International marketing relationships* / PALGRAVE 2002

LIBRARIES IN FLORENCE

The FUA library is located in Corso Tintori 21. Please consult the posted schedules for official opening times. Also note that the library is for consultation only and it is not possible to check out material. The library is equipped with a scanner and internet access so that you may save or email a digital copy of the pages needed.

Students may also utilize additional libraries and research centers within the local community:

Biblioteca Palagio di Parte Guelfa

Located in Piazzetta di Parte Guelfa between Piazza della Repubblica and Ponte Vecchio. Please consult the library website for hours of operation:
http://www.biblioteche.comune.fi.it/biblioteca_palagio_di_parte_guelfa/

Biblioteca delle Oblate

Located in via dell'Oriuolo 26. Please consult the library website for hours of operation:
www.bibliotecadelleoblate.it

The Harold Acton Library at the British Institute of Florence

Located in Lungarno Guicciardini 9. Please consult the library website for hours of operation. This library requires a fee-based student membership. For information: www.britishinstitute.it/en

6. FIELD LEARNING

Please consult your Official Registration for any mandatory field learning dates. Field Learning Activities cited in Official Registrations are an integral part of the course and also include an assignment that counts towards your final grade. Details will be provided on the first day of class.

7. COURSE MATERIALS

No additional course materials are necessary.

8. COURSE FEES

Course fees cover course-related field learning activities, visits, and support the instructor's teaching methodologies. Book costs are not included in the course fee. The exact amount will be communicated by the instructor on the first day of class.

9. EVALUATION – GRADING SYSTEM

10%	Attendance
20%	Participation and Assignments
20%	Midterm Exam OR Field learning project in intensive sessions OR Special/Research project in intensive session without FL
25%	Final Project
25%	Final Exam

A = 93-100 %, A- = 90-92%, B+= 87-89%, B = 83-86%, B-=80-82%, C+ = 77-79%, C=73-76%, C-=70-72%, D = 60-69%, F= 0-59%, W = Official Withdrawal, W/F = Failure to withdraw by the designated date.

10. ATTENDANCE – PARTICIPATION

Academic integrity and mutual respect between instructor and student are central to the FUA academic policy and are reflected in the attendance regulations. Student presence is mandatory and counts toward the final grade.

On the **second absence** the attendance and participation grade will be impacted. Please note that missing certain field learning activities may count for more than one absence.

On the **third absence** the instructor may lower the final grade by one letter grade. (Example: Final grade average of 93% or A will become a B).

The fourth absence constitutes automatic failure of the course. Students with excessive absences will be asked to withdraw with a W (if before the deadline) or leave the course with a WF.

Late Arrival and Early Departure

Arriving late or departing early from class is not acceptable. Two late arrivals or early departures or a combination will result in an unexcused absence. Travel is not an exceptional circumstance.

Travel (or delays due to travel) is NEVER an excuse for absence from class.

It is always the student's responsibility to know how many absences he or she has in a course. If in doubt, speak with your instructor!

Participation: Satisfactory participation will be the result of contributing to class discussions by putting forth insightful and constructive questions, comments and observations. Overall effort, cooperation during group work and in-class activities, responsible behavior, and completion of assignments will be assessed. All of the above criteria also apply to Field Learning and site visits if applicable.

11. EXAMS – PAPERS – PROJECTS

The **Midterm** exam accounts for 20% of the final course grade. For exam time and date consult the course addendum. **The time and date of the exam cannot be changed for any reason.**

Format: the exam is divided into three sections:

- Part I: 10 Multiple choice questions
- Part II: 10 short-answer questions
- Part III: Essay question

The final **Paper/Project** accounts for 25% of the course grade.

- Format: topic, length, guidelines, and due date will be provided by the professor during the course and before week 9

The **Final** exam accounts for 25% of the final course grade. For exam time and date consult the study guide on MyFUA. **The time and date of the exam cannot be changed for any reason.**

Format: the exam is divided into three sections:

- Part I: 10 Multiple choice questions.
- Part II: 10 short-answer questions.
- Part III: Essay questions;
- The Final Exam is cumulative

12. LESSONS

Lesson 1	
Meet	In class
Lecture	Introduction to the Scope and Challenge of International Marketing: benefits, challenges facing international business, progression of becoming a global market
Objectives	Get to know each other, understand the academic plan for the semester and understand key principles of international marketing.
Readings/ Assignments	From the Text Book, read Chapter 1: The Scope and Challenge of International Marketing, and Chapter 10: International Market Entry Strategies

Lesson 2	
Meet	In class
Lecture	Introduction to the concept of marketing within an international environment and concept of internationalization/globalization: export, licensing, international sales agents or distributors, delocalization of production, strategic alliances, joint ventures, foreign subsidiaries, foreign manufacturing and distribution centers, etc.
Objectives	To have a general understanding of the dynamics of marketing strategies within an international environment
Readings/ Assignments	From the Text Book, read chapter 3& 4: Geography and History: the foundation of cultural understanding; Cultural Dynamics in International Marketing

Lesson 3	
Meet	In class
Lecture	The importance of cultural dynamics in international marketing: Values, customs, traditions, beliefs, religions, rituals, artefacts or tangible symbols of culture, subcultures and organizational cultures.
Objectives	To understand the impacts of culture on international marketing.
Readings/ Assignments	From the Text Book Read Chapter 5: International Political and Legal Environment

Lesson 4	
Meet	In class
Lecture	The political and legal environment, the economic and technological aspects of external context.
Objectives	To understand key challenges and opportunities that are found in the external marketing environment.
Readings/ Assignments	From the Text Book read Chapter 6: Researching International Markets, & Chapter 11: International Segmentation and Positioning

	Homework: Students will work in groups to prepare a deep analysis of the external environment dimensions (economic, socio-cultural, technological, political/legal) of a specific country (assigned by the instructor).
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Lesson 5	
Meet	In class
Lecture	Market segmentation; analytical variables to segment target markets (age, gender, education, professional position, behaviors, life style, etc.); Methods to research international market (primary and secondary data). Discussion Video: McDonalds: Segmentation, Targeting, and Positioning http://bevideos.mhhe.com/business/video_library/0073362255/swf/Clip_08.html Students will present their group projects about the international external environment.
Objectives	To gain insight about the concept of global and emerging market and the differences among people's behaviors, attitudes, feelings, culture, etc.
Readings/ Assignments	Select a list of reliable websites that will be the main source of information to segment your target market by doing online marketing research. Groups topics are the same as for the final projects.

Lesson 6	
Meet	In class
Lecture	Select a list of reliable websites that will be the main source of information to segment your target market by doing online marketing research. Groups topics are the same as for the final projects.
Objectives	To understand the importance of market segmentation via online market research
Readings/ Assignments	Revise for the Mid Term Exam Read the paper "Spark innovation through empathic design", Harvard Business Review (Leonard D., Rayport J. F., 1997) that will be provided by the instructor to the students.

Lesson 7	
Meet	In class
Lecture	MIDTERM EXAM

Lesson 8	
Academic Break	

Lesson 9	
Meet	In class
Lecture	Market analysis by using primary data; qualitative methodologies of analysis (focus group, brain storming, ethnographic observation); introduction to the methodology for creating an "International customer experience"
Objectives	To understand the importance of gaining customer insight as a strategic base to plan the entry of your products/services in a new international market
Readings/ Assignments	From the Text Book Working in teams, students do ethnographic field study of people all around Florence (try to choose foreign people). Using pictures or video cameras,

	teams observe their subjects doing activities such as shopping, practicing sports, reading and studying, using new media (tablet, notebook, mobile phones, etc.), etc.
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Lesson 10	
Meet	In class
Lecture	Building the <i>user scenario</i> : Each team will work to build in class the “user scenario”. Creating a mood board that visually captures the essence of your ideal customer. 15 minutes presentation of each group work assignment about the analysis and segmentation of customers, matching the online research results with the ethnographic observation
Objectives	To learn from each other’s presentations and class revision. The presentations will increase your confidence, creativity and communication skills.
Readings/ Assignments	From the Text Book Read Chapter 15: Product Decisions for International Markets & Chapter 18: Pricing for International Markets (Cateora & Ghauri 2014).

Lesson 11	
Meet	In class
Lecture	The Importance of the Right Product for International Markets and Global Price Positioning
Objectives	To understand how getting the right product and price for your market is key.
Readings/ Assignments	From the Text Book Read Chapter 16 International Communication

Lesson 12	
Meet	In class
Lecture	Global Communication and Promotion. Key issues that international marketers need to take into account when promoting products or services in overseas markets. Media and new media tools, unconventional and guerrilla marketing, product placement.
Objectives	To understand issues and opportunities concerned with advertising and promotion of international marketing.
Readings/ Assignments	From the Text Book Read Chapter 17: International Distribution and Retailing

Lesson 13	
Meet	In class
Lecture	International Distribution and Retailing
Objectives	To understand how distribution and retailing is crucial to international marketing
Readings/ Assignments	Revision for the group work projects

Lesson 14	
Meet	In class
Lecture	Groups FINAL PRESENTATION
Objectives	The presentations will increase your confidence, creativity and communication skills.
Review	Review of Study Guide in order to prepare for final exam
Readings/ Assignments	Review all lectures, papers and information studied in class. Review same subjects on

Assignments	text book in order to prepare adequately to final exam
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Lesson 15	
Meet	In class
Lecture	FINAL EXAM