

School of Marketing and International Business

MARK 304 THINKING SKILLS IN MARKETING

Trimester Three 2010

COURSE OUTLINE

Names and Contact Details

Peter November, Senior Lecturer, room 1102 in Rutherford House, telephone: 463-5431, email: peter.november@vuw.ac.nz. (put 'MARK 304' in the subject). Leave an answer-phone message if I am not in or a message on my door. In either case give information on how I can contact you. My office hours are in the morning of the days on which there are seminars.

Trimester Dates: 15 November 2010 to 20 February 2011.

Teaching Period: 17 November 2010 to 9 February 2011.

Examination Period

Monday 14 February to Saturday 19 February 2011(inclusive).

Withdrawal from Course:

Your fees will be refunded if you withdraw from this course on or before: **21 November 2010.**

The last date for withdrawal from this course is the three-quarter point of the teaching period, **28 January 2011.**

After that date, students wishing to withdraw late must apply on an '*Application for Associate Dean's Permission to Withdraw Late*' including supporting documentation.

The application form is available from either of our Student Customer Service Desks or by going into <http://www.victoria.ac.nz/fca/studenthelp/Forms.aspx> and selecting 'Application for late withdrawal for either undergraduate or postgraduate'.

Class Times and Room Numbers

Each week there will be a seminar on Wednesday from 10.30 am to 14.30 pm in GBLT 1 on Pipitea Campus.

Course Content

This is an elective final year course that helps you to develop thinking skills in the work areas of creativity, problem solving, and interpersonal relations; in the psychological areas of self-confidence, emotional intelligence and attitude control; and in the arts of understanding customers and learning from experience. It is complementary to the declarative knowledge courses in business and marketing that you have studied and are studying at present.

Course Learning Objectives

Upon completing this course students should be able to:

1. Use a collection of intra-personal skills.
2. Generate ideas under a wide range of circumstances.
3. Classify problems and plan an appropriate problem solving strategy.
4. Be more effective problem solvers.
5. Develop a more inquisitive attitude.
6. Handle conflict situations.
7. Use TA and NLP to communicate more meaningfully and effectively.

The first objective includes the following:

- Develop and use their experiential learning skills.
- Manage time and stress.
- Improve their emotional intelligence.
- Have more meaningful conversations.
- Develop higher self esteem and self confidence.
- Be more effective at thinking reflectively.
- Achieve mind state control.
- Make better decisions.

Course Delivery

Each seminar will comprise lecture content and group discussion activities.

Expected Workload

Typically three hours attending seminars and twenty hours doing experiments and writing up your journal per week.

Group Work

Group work takes place within the seminar and involves about one hour a week. It is not assessed.

Readings

All readings will be provided or available through the library.

Materials and Equipment

You will need to obtain a notebook to use as a journal.

Assessment Requirements

You will write a personal learning journal each week throughout this course, relating the course material to your life, reporting on tests of the course material, reflecting on your class discussions and demonstrating your achievement of the course objectives. (This approximates to two 5% assignments every week). The journal must be available at our seminars. The journal is 100% of course assessment. The hand in date for the journal is Friday 11th February at 5.00pm.

The degree to which you achieve the objectives will be assessed through a learning journal.

Note: Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Examinations

There is no examination.

Penalties

After every seminar there will be assignments to do relating to that seminar that need to be completed and written up by the deadline for that assignment. Unless otherwise stated, the deadline is the next seminar. Work completed after the deadline will not count towards your final mark. Organising your time so that you are able to do the work and write it up for the deadline is an integral part of the course.

Mandatory Course Requirements

Attend the first two seminars and complete the required work on time. Obtain an overall mark of 50% or better.

Class Representative

A class representative will be elected in the first class, and that person's name and contact details will be available to VUWSA, the Course Coordinator and the class. The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

Communication of Additional Information

Any additional information on this course will be sent to you by email or posted on Blackboard.

For the following important information follow the links provided:

Academic Integrity and Plagiarism

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

General University Policies and Statutes

<http://www.victoria.ac.nz/home/about/policy>

AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support

http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx

Faculty of Commerce and Administration Offices

<http://www.victoria.ac.nz/fca/studenthelp/>

Manaaki Pihipihinga Programme

http://www.victoria.ac.nz/st_services/mentoring/