



International Winter University Programme – Course Outline

Business Module: International Marketing and Sales

CLASS HOURS

Consult program schedule

PROFESSORS

Academic Directors

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Office hours: by appointment

1) INFORMATION ON THE COURSE CONTENT

COURSE DESCRIPTION

The module '**International Marketing and Sales**' (IMS) deals with the growing importance of Marketing Management for the success of a product and the company. In many industries the ever increasing product adaption and the fierce intensity of competition is placing specific demands on marketing and sales. The absence of differentiation potentials of the actual product can often be compensated by innovative sales and distribution concepts and channels, customer-focused advice and support, as well as effective processes and systems. At the same time sales plays a fundamental role for complex and innovative products and influences the economic success of a company. Empirical studies show e.g. the high success relevance of the sales process: besides product satisfaction, customer satisfaction in the actual sale and after service is a customer loyalty factor – or the reason for customer churn. As a result, the sales department is gaining strategic importance with the company management. The teaching and learning contents and objectives as well as the structure of the module are geared mainly towards students of economics and business administration.

This module is composed of lectures and tutorials which provide knowledge about the use of international marketing tools. Students will learn how to manage complex international marketing concepts. Different requirements of BtoB and BtoC customer segments, various industries as well as of selling services or products are considered in this module study.

LEARNING OBJECTIVES

To provide an introduction to the basics of international marketing

Students should be able to conceptualize an international marketing concept and an international sales strategy

COURSE MATERIALS

Ghauri, P., International Marketing, London 2014

Hollensen, S., Global marketing, A decision oriented approach, Pearson Education, Essex 2014

Neu, M., Verkaufsmanagement, Berlin Verlag 2006

Mallik, P., Sales Management, Oxford University Press 2012

TENTATIVE CLASS SCHEDULE

Part 1: conducted as an **online lecture** starting in the week of **Nov. 1, 2021**

Week 1 (online)	International Market Research
Week 2 (online)	International Product Policy

Week 3 (online)	International Price Policy
Week 4 (online)	International Communication Policy
Week 5 (online)	International Distribution Policy
Week 6 (online)	International Sales

Part 2: will be held as **in-class seminars** with group presentations and case studies starting on **Jan. 3, 2022** in combination with excursions to relevant companies.

2) INFORMATION ON CLASS PARTICIPATION, ASSIGNMENTS AND EXAMS

ASSIGNMENTS

Active participation and group work on a regular basis.

EXAMS

Group presentation of a project assignment and final exam.

PRACTICE MATERIALS

(Online) manuscripts to be prepared and distributed among the participants via Moodle as online learning system.

PROFESSIONALISM & CLASS PARTICIPATION

Students are expected to attend the classes and dedicate 1-2 hours a day for preparation through reading and self-study. The participation and self-study will enable the students to answer questions, lead discussions and to contribute with own ideas and opinions.

MISSED CLASSES

No more than 10% of the contact hours can be missed for successful completion of the course module. If students miss a lecture or workshop it is their own responsibility to obtain information on the topics.

In the event of sickness a medical certificate must be presented to the Winter University Programme coordinator.

3) INFORMATION ON GRADING AND ECTS

ACADEMIC STANDARDS

Upon successful completion, 4 ECTS will be awarded for the class.

According to the rules of ECTS, one credit is equivalent to 25-30 hours student workload.

GRADING SCALE

Percentage	Grade		Description
90-100%	15 points	1.0	very good: an outstanding achievement
	14 points		
	13 points		
80-90%	12 points	1.7	good: an achievement substantially above average requirements
	11 points	2.0	
	10 points	2.3	
70-80%	9 points	2.7	satisfactory: an achievement which corresponds to average requirements
	8 points	3.0	
	7 points	3.3	
60-70%	6 points	3.7	sufficient: an achievement which barely meets the requirements
	5 points	4.0	
0-60%	4 points	5.0	not sufficient / failed: an achievement which does not meet the requirements
	3 points		
	2 points		
	1 point		
	0 points		

This course description was issued on May 11, 2021. The program is subject to change.