



BUSINESS STUDIES DEPARTMENT

COURSE OFFER

in French

for international exchange students

2023-2024



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**WINTER
TERM**

Sales Talk

ECTS	3
Language	English
Workload	20h + homework

This course will teach you how to sell a business offer.

In this course, you will learn how to conduct a simple sales meeting in its entirety, defend your offer, measure its commercial efficiency.

Course content

- Mastering the 7 steps of the sales interview (making contact, discovering needs, arguing handling objections, commercial proposal, conclusion, leaving)
- Creating an estimate
- Mastering price announcement techniques
- Mastering techniques to defend an offer
- Handling price objections
- Identifying useful ratios for analyzing sales performance and constructing reporting tables to measure the effectiveness of one's sales action
- Conducting a self-analysis and getting feedback

Quantitative techniques and graphical representations

ECTS	2
Language	English
Workload	15h + homework

This course will teach you how to sell a business offer.

In this course, you will learn how to conduct a simple sales meeting in its entirety, defend your offer, measure its commercial efficiency.

Course content

- Mastering the 7 steps of the sales interview (making contact, discovering needs, arguing handling objections, commercial proposal, conclusion, leaving)
- Creating an estimate
- Mastering price announcement techniques
- Mastering techniques to defend an offer
- Handling price objections
- Identifying useful ratios for analyzing sales performance and constructing reporting tables to measure the effectiveness of one's sales action
- Conducting a self-analysis and getting feedback

International strategy and marketing

ECTS	2
Language	English
Workload	15h + homework

Objectives

In this course, you will learn how to carry out an export/import diagnosis in a structured manner using strategic tools (internal information gathering), collect information on the international environment (identify relevant data sources, identify data collection tools, ensure data reliability), select timely export and import markets using indicators.

Course content

- Define and understanding strategic intelligence and international business intelligence
- Defining the decision-making problem of a company abroad
- Understanding the interest of the internationalization process of an organization
- Identifying the needs and objectives of an organization's international expansion
- Identifying strategic options for international development
- Identifying information sources for decision-making (monitoring)
- Analyzing and sorting data in relation to objectives
- Using strategic analysis tools to identify growth markets and international targets for the organization (SWOT, Porter, Pestel)
- Mobilizing the company's internal diagnosis to determine its capacity to internationalize (financial, human, logistical resources, etc.)
- Identifying international development support organizations (BPI, etc.)
- Presenting information and recommendations

Prerequisite: none

International marketing and sales

ECTS	2
Language	English
Workload	15h + homework

Course Description

It has become more important than ever for firms to recognize that they compete in a global environment. Consequently, managers must seek to develop the empathy, knowledge, sensitivity, and skills required to successfully operate in a dynamic global market place. Global marketing uses and builds upon the primary concepts studied previously in principles of marketing and will enable you to practice applying those concepts to a global environment.

The successful global marketer must broaden his/her knowledge to include the myriad of activities required to select, gain entry and compete outside the “home” country. In addition, the global marketer must also appreciate how crucial culture, environment, government regulation and economic systems are in affecting a firm’s competitive advantage and strategic positioning. This course will offer an overview of each of these vital concepts for global marketers.

Course Objectives

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

- Introducing you to the institutions, vocabulary, and players in the world of international business. You need to be able to speak the language of international business to operate effectively.
- Allowing you to gain experience in analyzing the marketing environment and marketing-related decisions for a firm entering non-domestic markets. You should know key sources for researching the cultural, economic, ethical, and political environments and anticipate the influence each will have on marketing strategies and decision-making.
- Use the appropriate international marketing models and theories.

Assessment, grading

Grades are earned by the students based on their class attendance, class participation, their achievements in the assignments and any quizzes, homework and midterm and final exam.

French as a foreign language

ECTS	3
Language	French
Workload	20h + homework

This course is compulsory. It is only for international students.

French as a foreign language – Intercultural communication

ECTS	2
Language	French
Workload	13h30 + individual/group work

This course is compulsory. It is only for international students.

Course objective

This course will allow them to put into practise what they learn 'French as a Foreign Language'. It will also enable them to learn more about the region they live in.

Course content

In groups, they will have to organise a guided visit of a nearby city, or organize a trip to a local museum. They will be in charge of guiding the other students during the outing.

Assessment:

Oral presentation of the visit

Video summarizing the visit

Business English

ECTS	2
Language	English
Workload	15h + homework

Course objectives

By the end of the course, students should have developed skills in the following fields:

- ⇒ Acquiring new vocabulary linked to marketing, communication, negotiation.
- ⇒ Improving one's skills in speaking, writing and listening.
- ⇒ Getting more confident when talking with someone.
- ⇒ Acquiring strategies to talk with someone and understand someone.
- ⇒ Improving one's grammar.

By the end of the course, students should be able to:

- ⇒ Be more confident when talking with someone in English in a professional situation.
- ⇒ Understand people speaking English in a professional situation.
- ⇒ Negotiate in English.
- ⇒ Pitch a product/service in English while using the appropriate vocabulary.

Course content

- Marketing and distribution in the digital era
- Pitching a product or a service

Tourism and Heritage

ECTS 3

Language English

Workload 20h + homework

Course summary:

- tourism: the history of tourism; tourist motivations push and pull factors; the different forms of tourism
- careers in the tourism industry;
- heritage: describing a heritage site; introduction to architecture and pictorial art; visit of local heritage sites.

Research project

ECTS	3
Language	English
Workload	21h + 45h individual work

The student, with a help of a teacher, will choose a specific topic related to its field of study. They will have to write a dissertation about it, and possibly give a presentation to present their work.

Group project: contributing to the development or the creation of an organisation

ECTS	3
Language	English
Workload	4h + 70h individual / group work

This group project is part of an LES (Learning and Evaluation Situation) where students work autonomously on a project, in groups, while being supervised by a teacher.

Objectives and professional issues:

Within an organisation, the student is responsible for resolving any issue related to the organisation of an event or the creation or development of an activity. The aim is to answer the question: "How can we prevent and manage the risks linked to the organisation of an event, the creation or development of an activity?"

The objectives of the L.E.S are:

- Respecting regulatory constraints
- Adopting an eco-responsible approach
- Experimenting with the iterative dimension of the project approach
- Exploiting documents of various kinds (statistics, specialised press, multimedia, etc.)
- Identifying the economic and legal specificities of a given organisation according to its form
- Identifying the reciprocal influences between an organisation and its environment
- Arguing orally, including in English

As a management assistant in a business incubator, within the framework of a collaborative work, the student participates in a large-scale project involving various interlocutors in response to a real problem formulated by a sponsor.

- Documenting / Identifying and reformulate the client's request,
- Assessing the risks,
- Carrying out information monitoring (economic, legal, etc.),
- Writing and presenting an action plan on the basis of the diagnosis carried out, including in English
- Integrating a quality and sustainable development approach into the reflection
- Planning the implementation
- Implementing the chosen solution

The student will demonstrate initiative, autonomy and responsibility

Course Description:

International students will take part in one of the following projects: welcoming international students OR English days.

Group project: leading a project / preparing an event using marketing techniques

ECTS	3
Language	English
Workload	20h + individual / group work

This group project is part of an LES (Learning and Evaluation Situation) where students work autonomously on a project, in groups, while being supervised by a teacher.

The students will work in groups among French students. They will take part in a project that starts in September and ends at the end of March.

Each group works on a different project. For example:

- Movie festival: an annual movie festival organised in Valence with movies from the Spanish-speaking countries. The students have to raise money, to take part in the communication campaign and to help during the festival (spring semester only).
- Let's talk science / Pint of Science: organize activities to make science fun, find ways to make science interesting for students who do not study science. For example: pub quizzes, debates in bars...
- Alticiades (only for students staying 2 semesters): a competition involving more than 20 IUTs from all over France in March. The event takes place in a ski resort and lasts one week. Students will compete in various events: sales talk, food fair, ski, unidentified sliding object, etc... During the autumn term, they have to raise money for the project, find local producers for the food fair and start designing the food stall and the unidentified sliding object.

Group project: analysing and choosing foreign markets to develop a business offer abroad

ECTS	4
Language	English
Workload	30h + individual / group work

This group project is part of an LES (Learning and Evaluation Situation) where students work autonomously on a project, in groups, while being supervised by a teacher.

Objective

It aims to achieve an operational implementation of an import (purchase) of an industrial component or raw material that goes into the manufacture of your finished product (BtoB). The sector is industrial and the good manufactured is a (tangible) product. The product is manufactured in France. The purchases are international. The sale of the product is not part of the scope of the LES.

Project content

- Session 1 - Cartography of the supply chain of the component(s) or raw material(s) you are importing (Upstream) and the customers you are targeting (Downstream).
 - ✓ Identify the different actors in the supply chain
 - ✓ Define their roles in the chain and their scope of action.
 - ✓ Specify the geographical area of activity of the actors.
- Session 2 - Analysis of the supply chain risks identified in session 1.
 - ✓ Identify the main risks in your supply chain.
 - ✓ Break them down in the supply chain (actors, links - Upstream, Internal, Downstream).
 - ✓ Assess their impact (criticality) on the supply chain.
 - ✓ Propose solutions to manage these risks.
- Session 3 - Sourcing of the different suppliers considered for the import and establishment of a supplier short-list (3 possible suppliers).
- Session 4 - Design and implementation of the supply chain according to the short-list of suppliers:
 - ✓ Which modes of transport? Choose at least two modes of transport.
 - ✓ Which Incoterm to consider according to the company's international strategy? Calculate quotations for three Incoterms - EXW and DDP are mandatory. Choose the last Incoterm among the 9 remaining ones according to the chosen mode of transport.
 - ✓ What are the customs constraints and duties associated with the proposed import?
- Session 5 – Assessment - Presentation of the planned import to the CODIR to finalise the choice of supplier (15 minutes) with adequate presentation tool.

SPRING
TERM

International trade

ECTS	2
Language	English
Workload	15h + individual work

Objectives

- Understand the rules of import-export
- Know the basics of export negotiation

Course content

- Incoterms
- International transport and logistics
- Carrier liability and transport insurance
- Introduction to the risks associated with international operations

Course program

- Session 1 - Transport
 - ✓ The different modes of transport
 - ✓ The characteristics of each mode
 - ✓ The advantages and disadvantages of each mode
 - ✓ The choice of transport mode
- Session 2 - Incoterms
 - ✓ Multimodal Incoterms
 - ✓ Maritime Incoterms
 - ✓ To go further in the reflection and decision
- Session 3 - Risks related to logistics operations
 - ✓ Transport liability and transport insurance
 - ✓ Transport of dangerous goods
 - ✓ Handling of disputes

Assessment

MCQ at the end of the resource 1.30

SPRING TERM

Intercultural management

ECTS	2
Language	English
Workload	15h + individual work

Description

The main goal of the course is to make students aware of the fact that there is not only one way of managing employees, and that management depends on culture.

Intended Learning Outcomes

After completing this course, students will be able to:

- identify the differences between cultures in the main areas of the world and compare them in the field of management.
- recognize that space, time, values are cultural constructions.
- identify different leadership styles.
- apply this knowledge in order to avoid misunderstandings and recommend improvements.

Indicative Course Content

What is culture? Ethnocentrism, Relativism and Universalism

- Space, time, and values as cultural constructions
- The impact of religions on ways of working (from Protestantism to Confucianism)
- The concepts of Hofstede
- The concepts of Trompenaars
- The Globe Project (Global Leadership & Organizational Behavior Effectiveness)
- Corruption, bribery, and kickbacks as cultural burdens

Purchasing strategy

ECTS	2
Language	English
Workload	15h + individual work

In this course, you will learn how to formulate an international purchasing business strategy by conducting a structured export/import diagnostic using strategic tools (internal information gathering) and select appropriate export and import markets using indicators.

Course content

- Analyzing the international purchasing strategies of companies to understand their stakes and their implications in the global functioning of the company
- Identifying purchasing issues (Kraljick matrix, Pareto analysis of suppliers, etc.)
- Understanding the purchasing process adapted to the stakes: needs study, specifications, sourcing, selection matrix, notion of internal customer and supplier
- Understanding company policy and purchasing policy
- Managing a purchasing watch: supplier mapping
- Paying attention to ethics and responsibility of the buyer

Marketing strategy

ECTS	2
Language	English
Workload	15h + individual work

Course objective:

The fundamental objective of this course is to provide students with an understanding of the practical aspects of marketing management. This integrative course allows you to apply marketing theories and concepts to “real world” situations. After participating in the course the student will be able to:

1. Differentiate Marketing strategy and strategic marketing
2. Explore a set of marketing strategies : sustainable marketing, experiential marketing, Inboud marketing, niche marketing
3. Analyse a firm’s current situation through applying internal and external analyses.
4. Build a market strategy through integrating concepts like product life cycle, adoption, segmentation, branding, pricing, distribution, and market communication.
5. Develop and present a market strategy.

Class Participation is absolutely essential. You are expected to have read the assigned materials (articles and/or handouts) before the class meeting.

Assessment :

- Group Presentation
- Final Test

Suggested Reading :

Fifield, Paul (2008) Marketing Strategy Masterclass, Implementing Market Strategies, Elsevier (Free access on Scholarvox)

SPRING TERM

Group project: developing an international offer

ECTS	4
Language	English
Workload	20h + individual / group work

This group project is part of an LES (Learning and Evaluation Situation) where students work autonomously on a project, in groups, while being supervised by a teacher.

Every group must work on French company company wishing to develop its business internationally (in a specific region). Each group will be assigned / choose a region of the world.

The group will work on an extensive analysis of the region that (generally) should include the following aspects: Strategic Business Areas, SWOT, Pestel, Mix Marketing, Decision making for the new region.

GENERAL OUTLINE OF TOPICS TO BE COVERED IN THE ASSIGNMENT

Part1: the company in France

- Analyzing the actual "Strategic Business Areas" of the company
- Swot
- Pestel
- Mix marketing

Part 2: The company in the new region

A. General Description of the Region (suggested aspects)

- General overview of the location of countries within the region
- Population of the countries within the region (both number and distribution)
- Each country's relevant trade statistics,
- top 2 exports and top 2 imports of each country
- brief historic account of trade with the countries
- other broad aspects (of your choice)

B. Economic Environment of countries within the Region

- Per Capita Income / Average Household Incomes of countries within the region
- Income distributions within the region
- General state of the economy in various countries within the region
- Significance of these economic aspects for marketing in these countries

C. Cultural Environment of the countries within the Region

- Language(s) spoken in various countries within the region

- Religion(s) prominent within various countries
- Specific aspects such as customs, business practices, etc.
- How do these cultural aspects impact marketing activities within the region?

D. Political/Legal Environment of the countries within the Region

- General political system and climate in various countries within the region
- Various laws and regulations that apply to firms doing business in different countries within the region
- Customs regulations, tariffs, etc. that apply to businesses. A general discussion pertaining to major product categories is OK; you don't have to list specific tariffs for each product. Present the general numerical range of tariffs, if possible.

E. Financial Environment of the Country

- Currency(ies) being used
- Exchange rates with respect to the Euro zone
- Brief historic account of exchange rates with
- How do aspects of the financial environment in this region affect marketing activities of firms?

F. Nature of Infrastructure

- General description of infrastructure in various countries in the region; i.e. presence and quality of road, rail, and air transportation; communication systems; marketing research services; advertising agencies; retail outlets; other relevant aspects
- Internet infrastructure: percentage of population with Internet access, percentage of people who buy over the Internet, significance of Internet-based marketing in these markets.
- What potential effects can the nature of infrastructure in this region have on firms' ability to market in these countries?

G. Specific Marketing Information (where available)

- Current presence of major local business and international business. product/service areas in the countries of the region if there any difference
- Nature of businesses' presence (e.g., discuss some examples of direct investment by joint ventures, franchises, etc.)
- Major areas of opportunity for firms in the region (e.g., what types of products/services are going to be major opportunity areas).
- Current issues and concerns (if any) for businesses and/or individuals interested in doing business in the region.

H. Adaptation of the mix marketing linked to the chosen region

In this section briefly address if the key information provided in sections A-G indicates that this is a desirable or an undesirable country for firms to consider as an international business alternative. Precise the mix marketing for this region and justify your assessment. (This section is important!).

Please keep in mind that this is a general outline, and you should try to expand upon this and include more relevant information if possible. **Also, individual countries will vary in terms of quantity and quality of information available.** Hence this outline is only meant to provide you with a general description of what is expected from you in terms of this assignment. Within each group of countries, I **don't** expect you to include equal amounts of information pertaining to each country.

This assignment has two parts: (1) an oral presentation and (2) a written (executive) summary.

1. **Presentation:** Each group will have 15 (maximum) minutes for the presentation. **Where possible, make the presentations interesting and colorful, showing visuals from the analyzed countries that are relevant (major aspects of the culture, environment, people, etc.), so that the audience will get a visual feel for the country (this is meant to augment the content of your presentation and is not a substitute for it)**
2. **Brief written executive summaries:** Each group is responsible for supplying a copy of their executive overview of their report. These summaries should *not* exceed three pages (12-point font)

***Please indicate your sources for every specific information: websites, references**

Business English

ECTS	2
Language	English
Workload	17h + individual work

Course objectives

By the end of the course, students should have developed skills in the following fields:

- ⇒ Acquiring new vocabulary linked to marketing, communication, negotiation.
- ⇒ Improving one's skills in speaking, writing and listening.
- ⇒ Getting more confident when talking with someone.
- ⇒ Acquiring strategies to talk with someone and understand someone.
- ⇒ Improving one's grammar.

By the end of the semester, students should be able to:

- ⇒ Be more confident when talking with someone in English in a professional situation.
- ⇒ Understand people speaking English in a professional situation.
- ⇒ Craft their CV and letter of application in view of getting a job/internship

Comment very precisely on graphs and trends (found in relation to a given topic and/or made by themselves in relation to a given topic) using the grammatical structures and methodology provided in class

Course description

- This class aims at reinforcing your ability to speak in a foreign country (in everyday life and in the professional world). Thus, students will be strongly encouraged to participate in numerous oral projects and role plays. Consequently, students will be directly involved in the contents of the course which shall not be, in any way, a lecture.
- A constant and regular oral participation will be expected.
- The following themes shall be tackled:
 - ⇒ CVs and letters of application
 - ⇒ Crafting a leaflet
 - ⇒ Graphs and trends

SPRING TERM

French as a foreign language

ECTS	3
Language	French
Workload	20h

This course is compulsory. It is only for international students.

SPRING TERM

French as a foreign language – Intercultural communication

ECTS	2
Language	French
Workload	13h30 + 10h individual work

This course is compulsory. It is only for international students.

Course objective

This course will allow them to put into practise what they learn 'French as a Foreign Language'. It will also enable them to learn more about the region they live in.

Course content

In groups, they will have to organise a guided visit of a nearby city, or organize a trip to a local museum. They will be in charge of guiding the other students during the outing.

Assessment:

Oral presentation of the visit

Video summarizing the visit

Consumer law

ECTS	2
Language	English
Workload	8h + individual work

We will study consumer law in the EU legal environment.

The society has known, since the Second World War, an important development: the consumer's society is a society of abundance in which credits have an essential role as an instrument of consumption. The increasing purchasing power and the "new" needs lead to the creation of new sales techniques: marketing, publicity and mostly financing techniques. This consumer's society, this society of abundance generates serious economic and social consequences for consumers, mostly debt problems. Some consumers, due to their modest earnings, because of their age or their ignorance, are particularly low against marketing professionals. Consumers are simply objects of manipulation. So, it is necessary to protect the consumer against dishonesty by professionals. The consumer law is designed to protect a particular category of contractor: the consumer.

In order to promote the consumers' interests and to ensure a high level of consumer protection, the Union shall contribute to the protection of the health, safety and economic interests of consumers, and to the promotion of their right to information, education and to organize themselves in order to safeguard their interests. The European Union law and its directives contribute to the harmonization national legislations in order to eliminate the barriers stemming from the fragmentation of the rules and to complete the internal market in this area. Furthermore, consumers should enjoy a high common level of protection across the Union.

Lesson Plan:

Introduction:

- the characteristics of consumer law
- the sources
- the actors

I. Conclusion of the consumer contract

A. The commercial practices

1. The unfair commercial practices
2. The regulated commercial practices
 - a. The definitions of distance selling and off-premises contracts
 - b. The applicable rules

B. Consumer information

C. The terms of the consumer contract

1. The contract submission
2. The unfair terms
 - a. Definition
 - b. The persons who are competent to declare that a term is unfair
 - c. The sanctions
- II. The performance of the consumer contract
 - A. The safety obligation
 - B. The conformity/compliance requirements
- III. Financing the consumer contract
 - A. Credit agreement for consumers
 1. Advertising
 2. Pre-contractual information
 3. Obligation to assess the consumer's creditworthiness
 4. Information to be included in a credit agreement
 5. Right of withdrawal
 6. Open-end credit agreement
 7. Early repayment
 8. Linked credit agreement
 - B. Consumer credit agreement for residential immovable property
 1. Advertising
 2. Pre-contractual information
 3. Obligation to assess the consumer's creditworthiness
 4. Early repayment

Tourism and Heritage

ECTS 3

Language English

Workload 20h + individual work

Please note that this course is the same as 'tourism and heritage' winter term. Students who already attended this class will attend 'research project' instead.

Course summary:

- tourism: the history of tourism; tourist motivations push and pull factors; the different forms of tourism
- careers in the tourism industry;
- heritage: describing a heritage site; introduction to architecture and pictorial art; visit of local heritage sites.

SPRING TERM

Group project: Organising an event and evaluating it using commercial tools

ECTS	3
Language	English
Workload	15h + 50h individual / group work

This group project is part of an LES (Learning and Evaluation Situation) where students work autonomously on a project, in groups, while being supervised by a teacher.

The students will work in groups among French students. They will take part in a project that starts in September and ends at the end of March. Each group works on a different project.

For example:

- Movie festival: an annual movie festival organised in Valence with movies from the Spanish-speaking countries.
- Alticiades: a competition involving more than 20 IUTs from all over France in March. The event takes place in a ski resort and lasts one week. Students will compete in various events: sales talk, food fair, ski, unidentified sliding object, etc...
- Languages: find a way to organize regular meetings between French and foreign students so that they can practise French / English /other languages in a relaxed atmosphere.

During the spring term, the students will focus on organising the event, getting ready for the D day .

SPRING TERM

Group project: Participating in the creation or development of an organisation in compliance with regulatory constraints and in a sustainable governance approach

ECTS	3
Language	English
Workload	4h + 40h individual work

This group project is part of an LES (Learning and Evaluation Situation) where students work autonomously on a project, in groups, while being supervised by a teacher.

Objectives and professional issues:

The aim is to answer the question: "How to measure the internal and external impacts on an organisation in an uncertain universe? "

The objectives of the L.E.S. are, on the occasion of the creation of an event or the creation or development of an activity:

- Building useful models for decision making, in a sustainable development approach
- Producing relevant data summary tables or graphs
- Checking the adequacy between the context of a management problem and the model created
- Exploiting and comment on the results obtained in order to propose short, medium and long-term decisions
- Writing an argument to advise the decision-maker integrating the 3 pillars of sustainable development
- Arguing orally
- Ensuring follow-up and control by producing management charts and analysing data
- Evaluating the results
- Proposing corrective actions

Methodology implemented

- Proposing monitoring indicators
- Implementing, with the help of the digital tool, management charts
- Reporting on the actions carried out
- Presenting the documents required by the client (action plan, business plan, communication plan), including in English
- Organising feedback