

# Postgraduate degree course

# **Tourism Development Strategies**

# **Master of Arts**



# Regelstudienzeit (Duration):

2 Semester (2 semester)

3 Semester (3 semester)

4 Semester (4 semester)

# Lehrsprache (Language of tuition):

Englisch (English)

Englisch/Deutsch (English/German)

Englisch/Deutsch (English/German)

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# **Educational and professional objectives**

Tourism is an attractive and important economic segment. In this industry many different stakeholders with continuously increasing needs are involved. Hence, the content-related focus of our master's program is consistently aligned to the market. By acquiring branch-specific and general management skills they will be enabled to take part in and to pilot tourism development processes. By that, their active role within the planning and marketing of regions is particularly noteworthy.

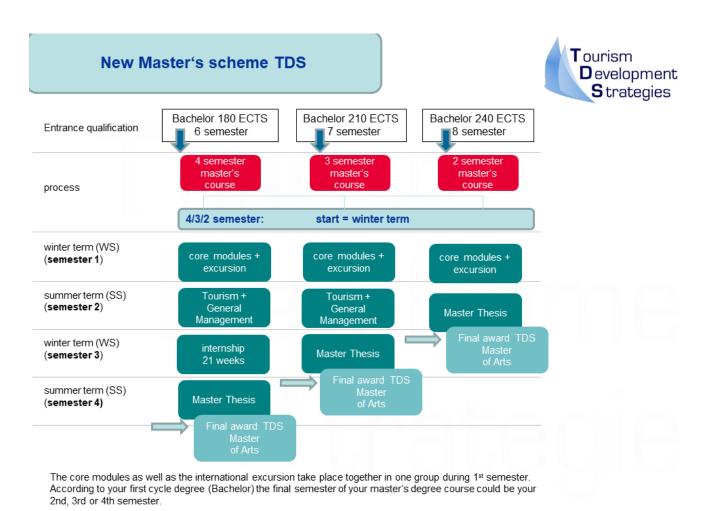
Apart from expert knowledge in tourism, in business administration and in general management, you will obtain skills and methods that will prepare you for the dynamic changes seen in politics, the tourism industry and society. Our goal is to provide you with the skills to act responsibly and independently. That's why we will strengthen your social competence and, at the same time, develop your personality. Tourism and internationality go hand-in-hand and therefore our master's program will also enhance your multicultural competence.





# Structure and content

Our master's program is tailor-made for every graduate of Business Studies as we offer a <u>2-semester</u>, <u>3-semester</u> and <u>4-semester course</u>. Thus, it is extremely flexible. The duration of the master's program depends on the duration of the bachelor's program.



The master's program has a modular structure which culminates in students writing their Master's Thesis at the end of the program. According to your fist cycle degree (bachelor) this final semester of your master's degree course could be semester 2., 3. or 4.

# I. 2-semester program

The first semester (winter semester) provides an intensive program of study encompassing the following modules:

- Tourism in Practice (with international excursion)
- Individual and Organizational Development
- Research and Case Project (real case with an enterprise)

# Compulsory Electives (two out of three):

- Global Business Development
- Managing Tourism Markets
- Special Topics in Tourism (Tourism and Digitalization)

The summer semester is dedicated to write the final thesis entirely.

# II. 3-semester program

This program starts also in winter semester. The 1<sup>st</sup> semester is\_consistent with the 2-semester course totally.

During 2<sup>nd</sup> semester (summer semester) the following modules take place:

- Managing Financial Performance
- Destination
- Personal Skill Development Value Based Management

# Compulsory Electives (three out of four):

- Tourism Economics
- Strategic Human Resource Management
- Communication and Media Management
- Political Economy of Tourism

The last semester (winter semester) is dedicated to write the final thesis entirely.

# III. 4-semester program

This program <u>starts in winter semester also</u>. Semester one and two are totally consistent with the 3-semester course.

The 3<sup>rd</sup> semester is spent gaining job experience by completing a 21-week internship. The internship must be management-related.

The last semester (summer semester) is dedicated to write the final thesis entirely.

# **Program features**

Up-to-date teaching and learning methods as well as academic study trips ensure that participants directly apply new skills into practice. Our excursions to attractive destinations (e.g. Canada, USA, Dubai/UAE, Muscat/Sultanate of Oman, Sri Lanka, Thailand) comprise seminars and networking opportunities with international companies and institutions.

With our master's program, we are not only supporting you with various essential concepts for today's business world; such as innovation, change management, current trends, risk management, product development, sales, diversity etc. but also constantly provide you with distinguished professional contacts and job opportunities. International company meetings and field experiences, conferences and workshops will always be a part of your education to combine your theoretical knowledge with practice. With interactive, practice-oriented lectures and real projects, you will be introduced to the demands of the professional world. All of our professors and instructors are very well informed about up to date methods and tools that will get you ready for your career path. They will be personally mentoring and training you during your TDS education. With this excellent combination, you will be packed with skills and experiences that will open golden doors for you after graduation. (Often, even already before you actually graduate!)

# In a nutshell... TDS = international, strategic & individual

### 5 reasons for YOUR TDS study at the Hochschule Stralsund

- ✓ international, English-speaking and practice-oriented Master's degree
- √ tailor-made, individual structure unique in Germany (2 / 3 / 4 semester)
- ✓ excellent career prospects in growth markets
- √ individual coaching, small study groups & a committed team
- ✓ 5 minutes to the beach 🕄





# **Structure 3-semester programme TDS**

Hochschule Stralsund Tourism Development Strategies (TDS) 3-semester master's course

from winter term 2017-2018 onwards

		winter term				summe	r term	winter term					
Modul-Code		1st S	em.	ECTS Modul		2nd S	iem.	ECTS Modul		3rd Sem		ECTS Modul	
	Modul	ECTS	sws		PL	ECTS	sws		PL	ECTS	sws		PL
	Tourism												
TDSM1000	Tourism in Practice			5	EA								
	Applied Tourism Management	2	2										
	International Field Trip	3	0										
	Development												
TDSM1100	Individual and Organizational Development			5	HA								
	Diversity Management	2	2										
	Innovation & Change Management	3	2										
	Strategies and Implementation												
TDSM1200	Research and Case Project			10	PA								
	Research Methods	4	4										
	Case Project	6	4										
	Tourism Compulsory Electives (two out of three = 1	0 ECTS)											
TDSM1300	Global Business Development			5	K2								
	International Tourism Business Strategies	3	3										$\overline{}$
	International Risk Management	2	2										
TDSM1400	Managing Tourism Markets			5	PA								
	Tourism Product Development	3	2										
	Sales	2	2										$\overline{}$
TDSM1500	Special Topics in Tourism	5	4	5	K2								
	General Management and Tourism Management												
TDSM1600	Managing Financial Performance							5	K2				
	Financial Analysis					3	2						-
	Cost Accounting and Revenue Management					2	2			$\overline{}$			$\overline{}$
TDSM1700	Destination							5	PA				
	Spatial Tourism Planning			-		2	2						-
	Strategic Destination Development					3	3			<del>                                     </del>			-
TDSM1800	Personal Skill Development - Value based Manager	ment						5	K2				
	Business Ethics and Corporate Governance					2	2	-					-
	Self Management					3	2			<del>                                     </del>			-
	Compulsory Electives (three out of four = 15 ECTS)					Ů	_						
TDSM1900	Tourism Economics							5	K2				
	Economics and Global Tourism					3	2	-					
	Sustainability in Tourism					2	2			<del>                                     </del>			-
TDSM2000	Strategic Human Resource Management							5	PA				
	International Human Resource Management					_							
	and Employer Branding					3	2						
	Negotiation Strategies					2	2						$\overline{}$
	Communication and Media Management							5	K2				
	Brand Communication and Media					3	3						
	Media Management					2	2						
TDSM2200	Political Economy of Tourism					5	4	5	K2				
	Master's Thesis and Colloquium												
	Master's Thesis and Colloquium											30	
	Master's Thesis									28	0		Thesis
	Master's Thesis Colloquium			$\vdash$						2	0		М
	ECTS			30				30		<del>                                     </del>	Ť	30	

Legend: K2 = 2hours written exam, HA = assignment, PA = Project work with presentation, M = oral exam, EA = Experimental work

# **Content of Modules**

# **Tourism in Practice**

Modul Nr. / Module-Code	TDSM1000
Modulbezeichnung / Module description	Tourism in Practice
Ggfs. Lehrveranstaltungen des Moduls/	Applied Tourism Management
If necessary courses of the module	<ul> <li>International Field Trip</li> </ul>
Inhalte des Moduls / Syllabus Module	Technical
	- Students use and apply tourism theory in
	order to evaluate the specific situation of
	individual tourism business or a destination as
	a whole
	Practical
	- Insights into spatial hierarchies in the tourism
	system
	- Strategic destination development and
	destination competiveness
	- Contact to various stakeholders through site
	visits at tourism businesses, tourism
	administration etc.
	Interdisciplinary
	- Cultural studies, regional studies, language
	skills, development studies
Lernergebnisse des Moduls /	Knowledge and understanding
Qualification objectives and learning	Understand challenges of various cultural, social
objectives	and political contexts for tourism management.
	Applying knowledge and understanding
	Apply specific methodologies to: identify
	strategies of business development, innovation,
	and internationalization in the tourism sector;
	use adequate analytical tools to the tourism
	sector.
	Making judgements
	Evaluate the actual situation of a given tourism
	business, respectively a whole tourism
	destination in relation to specific local, regional
	and global trends.
	<u>Communication</u>
	Students express their perspective on future
	challenges and possible strategies in the specific
	case.

	Learning skills
	Critically evaluate the performance of tourism business and destinations, deal with the transfer of global processes on a local level, transfer the local experience to various other contexts. Experiencing team work and improvement of social and multicultural competence.  Methodology  Competently evaluate the technological and organizational process of change within the firm or destination. Enhance your analytical skills. Integration of a theoretical perspective with the application of tourism management principles, including planning, management, marketing and evaluation in the context of a field trip.
Studiensemester / Study semester	Winter semester
Dauer des Moduls / Duration of the	One semester
module	one semester
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(32 hours contact; 118 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Obligatory
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	seminars, case-studies, discussions, reflection,
Learning methods of the module	fieldtrip
1	

Literature (further literature during classes)

- Fletcher, J./Fyall, A./Gilbert, D./Wanhill, S. (2018): Tourism Principles and Practice. London, Pearson.
- James, L./Ren, C./ Halkier, H. (2019): Theories of Practice in Tourism. Routledge
- Minca, C./ Oakes, T. (ed) (2011): Real Tourism: Practice, Care, and Politics in Contemporary Travel Culture. Routledge
- Buhalis, D./ Costa, C./ Ford, F. (ed) (2005): Tourism, Business Frontiers Butterworth Heinemann
- Cooper, C./ Hall, M. (2012): Contemporary Tourisme Book; epub
- Weaver, D./ Lawton, L. (2009): Tourism Management, J. Wiley & Sons. 4th Edition,
- Harvard Business School, selected cases

# **Individual and Organizational Development**

Modul Nr. / Module-Code	TDSM1100
Modulbezeichnung / Module description	Individual and Organizational Development
Ggfs. Lehrveranstaltungen des Moduls/	Diversity Management
If necessary courses of the module	<ul><li>Innovation &amp; Change Management</li></ul>
Inhalte des Moduls / Syllabus Module	Technical
	- Foundations of diversity, innovation and
	change processes in the economy.
	- Methods, models, success factors and
	implications of diversity management and
	organizational development.
	Practical
	- Creativity and innovation: How to find new
	ideas as a basis for innovations.
	Interdisciplinary
	- The social and economic meaning of
	innovation and change.
	- Diversity and change management and its
	impact on business culture.
	- As the "people`s factor" is of utmost
	importance, special sessions on integrative
	diversity management will be included.
Lernergebnisse des Moduls /	Knowledge and understanding
Qualification objectives and learning	Students master the meaning and basics of
objectives	innovations and their impact on companies.
	They are aware of the cultural and ethical
	dimension to operating in culturally and
	institutionally complex environments,
	particularly in emerging markets.
	Applying knowledge and understanding
	Students are capable of analyzing the causes and
	effects of a problem and finding a way to stop
	the causes or the effects.
	They are able to apply and implement the
	acquired knowledge with concrete examples
	from practice.
	They know how to develop innovative ideas, to
	assess these independently and to implement
	them in the organizational context.
	Making judgements

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	Students are capable of breaking topics down
	into their parts and of noting how the parts fit
	together.
	They are able to use a series of statements
	connected logically together, backed by
	evidence, to reach a conclusion.
	They are able to decide on the worth of topics by
	comparing it against an accepted standard of
	value.
	<u>Communication</u>
	Students know how to point out the similarities
	and differences between two or more subjects.
	Listening actively (taking notes, asking
	questions, engaging in ideas being
	communicated), Reading (decoding written
	words and images), Turn taking (effectively
	switching from receiving ideas to providing
	ideas).
	Learning skills
	They are sensitized and aware of their personal
	development with regard to methods of
	diversity.
	Methodology
	With selected creative methods students learn
	how to develop innovative ideas, to assess these
	independently and to implement them in
	changing organizational environments. They
	learn to deal with uncertainty and change in
	management functions and to facilitate team
	processes and group dynamics.
Studiensemester / Study semester	Winter semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study
Art des Moduls (Pflicht, Wahl etc.) /	Obligatory
Kind of module	
Lehrsprache / Language of teaching	English

Lehr- und Lernmethoden des Moduls /	Lectures, exercises, case-studies, discussions,
Learning methods of the module	presentations, online-research

- Beitler, M.A. (2006): Strategic Organizational Change, Greensboro (NC). Practitioner Press International
- Berkun, S. (2010): The Myths of Innovation. O'Reilly Media, New York
- Cameron, E., Green, M. (2015) Making sense of change management, 4<sup>th</sup> edition, Kogan Page, London
- Drucker, P.F. (1985); Innovation and Entrepreneurship. Harper Collins, New York
- Harvey, C.P. & Allard, M.J. (2014). Understanding and Managing Diversity (6<sup>th</sup> Ed.), Boston: Pearson.
- Kim, B.Y. (2006). Managing Workforce Diversity: developing a learning organization. Journal of Human Resources in Hospitality and Tourism, 5, 69-90.
- Keely, L., Pikkel, R., Quinn, B., Walters, H. (2013) Ten Types of Innovation The Discipline of building breakthroughs, John Wiley & Sons, Hoboken, New Jersey.
- Kotter, J.P. (2012) Leading Change: On Change Management (pp. 1-16), Harvard Business Review Press, Boston Massachusetts
- Rogers, E.M. (2003); Diffusion of Innovations. Free Press. 5th ed.
- Shellshear, E. (2016) Innovation Tools, 7 Publishing, Amazon Distribution Leipzig
- Hiatt, J.M./Creasey, T.J. (2003): Change Management: the people side of change, Loveland (CO).Prosci Research

# **Research and Case Project**

Modul Nr. / Module-Code	TDSM1200
Modulbezeichnung / Module description	Research and Case Project
Ggfs. Lehrveranstaltungen des Moduls/	■ Research Methods
If necessary courses of the module	■ Case Project
Inhalte des Moduls / Syllabus Module	Technical
	- Key concepts of empirical research
	<ul> <li>Advanced research techniques in qualitative as well as quantitative research;</li> <li>Individual business evaluation</li> <li>Explore a niche business and ideate and evaluate different potentials with regard to upside potentials.</li> </ul>
	Practical
	<ul> <li>Overview on several software tools for scientific research in the field of network-analysis, content analysis etc.</li> <li>Key competences for online experiments and surveys</li> <li>Practical inside to various research tools such as MAXqda, Nvivo; techniques</li> </ul>

 Develop and explore ideas to find profits in market segments that existing competitors do not utilize.

#### Interdisciplinary

- Management and business science
- Organisational and communication science
- Find and form ways of spreading out risks in businesses – Risk Management.

Lernergebnisse des Moduls / Qualification objectives and learning objectives

# **Knowledge and understanding**

Execute empirical research on an advanced level.

Students have the capabilty to discover scientific principles and concepts in the context of real world problems.

# Applying knowledge and understanding

Analyse and present business data using appropriate tools. Apply techniques to analyse complex interrelations and identify solutions. Undertake various qualitative as well as quantitative methodologies. Organising and structuring of various information sources.

Students have the ability to design a process to seek solutions through observation and analytical reasoning.

They are able to apply and implement formerly acquired knowledge with concrete examples from practice.

#### Making judgements

Identify the key characteristics of advanced research techniques and distinguish various sources of information due to their appropriateness.

Students can master the quantitative basis for evaluating the magnitudes and rates pertinent to business challenges, and the quantitative assessment of causal relationships.

#### Communication

Elaborate on the role of various research methodologies. Students present profound findings of the specific case.

	They are able to approach problems through
	collaborative (interdisciplinary) teams.
	Learning skills
	Formulate, test and interpret various
	hypothesis.
	Practical thinking, creative thinking,
	communicating, and collaborating
	Methodology
	Be able to implement case specific research
	methodologies.
	Improvement of the competence to
	communicate and presentation techniques by
	an individual coaching.
	Foster ability to: do market research and
	analyse, structure your work, solve problems,
	set milestones, holistic and critical thinking,
	undertake research and to work
	independently.
Studiensemester / Study semester	Winter semester
Dauer des Moduls / Duration of the module	One semester
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	10
Gesamtworkload / Workload and its	300 hours
composition	(128 hours contact; 172 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Obligatory
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Seminars, case-studies, discussions,
Learning methods of the module	presentations, real case in co-operation with
	a company
1	

- Arthur, J., Waring, M., Coe, R., Hedges, L. (2012). Research Methods and Methodologies in Education. London: Sage
- Bell, E., Bryman, A., Harley, B. (2018). Business Research Methods (5th Ed.). Oxford: Oxford University Press.
- Brotherton B. (2008). Researching Hospitality and Tourism, London: Sage.
- Hussey, J., Hussey, R. (1997). Business Research: A Practical Guide for Undergraduate and Postgraduate Students. London: Macmillan.
- Keely, L., Pikkel, R., Quinn, B., Walters, H. (2013) Ten Types of Innovation The Discipline of building breakthroughs, John Wiley & Sons, Hoboken, New Jersey.
- Kotter, J.P. (2012) Leading Change: On Change Management (pp. 1-16), Harvard Business Review Press, Boston Massachusetts
- Rogers, E.M. (2003); Diffusion of Innovations. Free Press. 5th ed.

- Saunders M., Lewis, P., Thornhill, A. (2019). Research Methods for Business Students (8<sup>th</sup> Ed.). London: Prentice Hall.
- Shellshear, E. (2016) Innovation Tools, 7 Publishing, Amazon Distribution Leipzig
- Schnell, R., Hill, P.B., Esser, E. (2011). Methoden der empirischen Sozialforschung, Oldenbourg
- Veal, A.J. (2011). Research Methods for Leisure & Tourism: A Practical Guide (4th Ed.).
   Essex: Pearson Education.

# **Global Business Development**

Modul Nr. / Module-Code	TDSM1300
Modulbezeichnung / Module description	Global Business Development
Ggfs. Lehrveranstaltungen des Moduls/	<ul> <li>International Tourism Business Strategies</li> </ul>
If necessary courses of the module	<ul> <li>International Risk Management</li> </ul>
Inhalte des Moduls / Syllabus Module	<ul> <li>Technical</li> <li>Tools for analysis of external and internal environment, tourism or related tourism company's core competences and capabilities</li> <li>Concepts of strategic management, market analyses and risk management</li> <li>Managing risk and international risk</li> <li>Selected financial instruments</li> <li>Practical</li> <li>Development of strategic alternatives, selection and implementation</li> <li>Apply financial instruments appropriately Interdisciplinary</li> <li>The strategic value of international Business Management and risk.</li> <li>The economic meaning of entering new markets, development and distribution.</li> <li>Tourism policy, planning and strategic development processes and risks.</li> </ul>
Lernergebnisse des Moduls / Qualification objectives and learning objectives	Knowledge and understanding Understand the business strategy process as well as the process of managing risks and international risks. Familiarize students with specific framework conditions, state of the art concepts and methods for international business and risk management in service industry while concentrating on tourism industry.

	Familiarize students will different kinds of risks
	companies face and the impact on business.
	Understand financial instruments to help
	mitigating risks.
	Applying knowledge and understanding
	Apply this understanding to real current
	problems in companies of all sizes as well as in all
	types of industries.
	Create general business as well as specific risk
	management strategies and handle practical issues.
	Apply appropriate financial instruments for e.g. entering new markets
	Making judgements
	Students are able to critical assess and to
	interpret markets, environments and certain
	risks from a strategic point of view.
	Communication
	Critically comment on and argue about different
	market entry strategies as well as proper risk
	management strategies.
	Learning skills
	Be prepared to take part in business
	development and strategic work as analysts and,
	in later stages of their careers, to lead such
	processes
	Methodology
	Students will increase their analytical skills. They
	will be enabled to apply strategic thinking and
	acting to various kinds of issues (corporate or
	institutional level, or in a context of a new
	destination) which may arise in the future.
Studiensemester / Study semester	Winter semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(80 hours contact; 70 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Compulsory Elective
Kind of module	

Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Seminars, lectures, case-studies, discussions,
Learning methods of the module	presentation

- Angwin, D.; G. Johnson, Regner, P.; K. Scholes, & R. Whittington. 2019. Exploring strategy, Text and Cases. 12<sup>th</sup> edition. London: Pearson Education Ltd.
- Reingold J. & Underwood, R. Was built to last built to last? Fast company. Nov. 2004, Issue 88, p103-111
- Grant, Robert M. 1998. Contemporary Strategy Analysis; concepts, techniques, applications; 3<sup>rd</sup> ed. Malden, Mass.: Blackwell. 1 chapter (The Concept of Strategy), 13 (Vertical Integration and Scope of Firm) and 15 chapter (Diversification Strategy)
- Porter, M. E. 1998. Competitive Strategy. 2<sup>nd</sup> ed. New York: The Free Press. 1 chapter (The Structural Analysis of Industries)
- Haans, K. and Fjeldstad, 2000. "Linking intangible resources and competition", European Management Journal, Vol. 18. Iss. 1. pp. 52-62
- Rangone, A.: 1999. "A Resource Based Approach to Strategy Analysis in Small-Medium Sized Enterprises". Small Business Economics. Vol. 12. Iss. 3. pg.233
- Prahalad C.K., Hamel G. 1990. "The Core Competence of the Corporation", Harvard Business Review, May-June p.p. 79 91
- Lorange, P. 1998. "Strategy Implementation: The new realities". Long Range Planning, London, Vol. 31. Iss. 1. pg. 18
- Brealey, R.A.; Myers, S.C.; Allen, F. (2014): Principles of Corporate Finance, 13<sup>th</sup> ed., McGraw Hill
- Madura, F./ Fox, R. (2011): International Financial Management, 5<sup>th</sup> int. ed., South Western
- Wolke, T (2017): Risk Management, DE GRUYTER OLDENBOURG
- Dorfman, M. Stark (2007): Introduction to Risk Management and Insurance, Prentice Hall
- Alexander, C./ Sheedy, E. (2005): The Professional Risk Manager, PRMIA Publications
- ISO/DIS 31000, Risk Management Principles and Guidelines (2009); www.iso.org
- Merna, T. / Al-Thani, F. (2008): Corporate Risk Management, Wiley. 2nd ed.
- Robertson, D./ Kean, I./ Moore, S. (2006): Tourism Risk Management. Asia-Pacific-Economic Cooperation. http://www.sustainabletourismnetwork.co.za

# **Managing Tourism Markets**

Modul Nr. / Module-Code	TDSM1400
Modulbezeichnung / Module description	Managing Tourism Markets
Ggfs. Lehrveranstaltungen des Moduls/	■ Tourism Product Development
If necessary courses of the module	■ Sales
Inhalte des Moduls / Syllabus Module	Technical
	- International tourism environment
	- Tourism market characteristics
	- Tourism industry and product overview
	- Market segmentation and target groups
	- The 7P of service marketing
	- Business models in travel and tourism
	- Principles of new venture creation

- Entrepreneurship vs. intrapreneurship
- Creating demand
- Acquiring intelligence
- Setting up strategy
- Gaining customer commitment
- Ongoing business and customer relationship

#### **Practical**

- Product conceptualization and development
- Insights into various tourism-related business case studies
- Sales and distribution procedures

# Interdisciplinary

- Combine macro and micro perspective
- Principles of business strategy, marketing/sales and entrepreneurship

Lernergebnisse des Moduls / Qualification objectives and learning objectives

# **Knowledge and understanding**

Know the international tourism environment; define major concepts of marketing, sales, strategy and new venture creation.

Understand the interdependence of business functions.

# Applying knowledge and understanding

Connect existing tourism products to the respective context/business environment.

Apply models from service marketing and business strategy to selected tourism products.

Apply sales-related know-how.

#### Making judgements

Assess the viability of business models; identify strengths and weaknesses of business models and strategies in travel and tourism markets; evaluate the effectiveness of sales strategies in B2B and B2C settings.

# Communication

Critically comment on business strategies; promote tourism products; communicate with diverse target groups in sales-related situations.

# **Learning skills**

Analytical skills; critical thinking skills in management contexts; creative and design thinking; understanding customer needs.

# Methodology

	Creative thinking; design thinking; pursuit of proactive sales approaches.
Studiensemester / Study semester	Winter semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Compulsory Elective
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Seminars, lectures, case-studies, discussions,
Learning methods of the module	presentations

- Hall, C. M., & Williams, A. M. (2020) Tourism and Innovation. 2<sup>nd</sup> ed. Routledge.
- Harvard Business Review (2016) The Clayton M. Christensen Reader. Harvard Business Review Press.
- Homburg, Chr., Schäfer, H., Schneider, J. (2016): Sales Excellence, Wiesbaden:
   SpringerGabler
- Hudson, S., & Hudson, L. (2017) Marketing for Tourism, Hospitality & Events: A Global & Digital Approach. Sage.
- Trott, P. (2016). Innovation Management and New Product Development. 6<sup>th</sup> ed. Pearson.
- Neil Rackham: Rethinking the Sales Force: Redefining Selling to Create and Capture Customer Value; Mcgraw-Hill Professional, 1999
- Terri L. Sjodin: New Sales Speak: The 9 Biggest Sales Presentation Mistakes and How to Avoid Them; Wiley & Sons; 2. Aufl., 2006
- Zupancic, D. (2019): Sales Drive, Wiesbaden: SpringerGabler

# Special Topics in Tourism (Digitalization in Tourism)

Modul Nr. / Module-Code	TDSM1500
Modulbezeichnung / Module description	Special Topics in Tourism (Tourism and
	Digitalization)
Ggfs. Lehrveranstaltungen des Moduls/	Digitalization in Tourism
If necessary courses of the module	Designing Digital Innovations
Inhalte des Moduls / Syllabus Module	- Megatrends, Tourism and Digitalization
	- Tourism 4.0
	- Digitalization & Business Models
	- Digital Organization
	- Big Data & Tourism
	- Digitalization & Destination Management
	- IoT Value Creation & Business Models

- Tourism, Digitalization & IoT
- CRM & Tourism
- Overview of modern innovation processes for developing digital innovations
  - Agile innovation processes
  - Selected case studies
- Methods and techniques of human-centred design
  - Principles of human-centered design
  - Prototyping methods and tools
  - User-centred evaluation techniques
- Design Sprint
- Methodological introduction
- Hands-on (online) Design Sprint workshop

Lernergebnisse des Moduls / Qualification objectives and learning objectives

# **Knowledge and understanding**

Introduction into selected methods and techniques of user-centred design of digital innovations and related innovation processes.

Understand the phenomena affecting tourism today and in the near future and the digital solutions on offer. Have a solid grasp on the technologies and strategies required for successful digitalization.

# Applying knowledge and understanding

Selected case studies illustrate their application in practice. The introduced methods are applied in supervised exercises and final group work to solve a real-world problem.

Performing an adapted version of an Online Design Sprint based on the Google Design Sprint methodology.

Design data-driven user-centric experiences and processes.

#### Making judgements

Examine how digitalization is shaping business models in tourism management.

#### Communication

Articulate challenges and opportunities that arise from digitalization for the tourism industry.

# **Learning skills**

Understand why and how digital tourism has revolutionized the way tourists research, plan and experience their holidays as well as how to master to master big data, mobile payments, reputation management and micro-location to remain relevant in the tourism industry.

	Evaluate the possibilities of digital innovations and
	processes for the tourism industry. Evaluate the
	role of digitalization for destination management.
	Methodology
	Dealing with change and near future applications
	in tourism. Enhance students' strategic thinking
	and acting abilities.
Studiensemester / Study semester	Winter semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Compulsory Elective
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Seminars, lectures, case-studies, discussions,
Learning methods of the module	presentation

- Beyer, H. & Holzblatt, K. (1998). Contextual Design: Defining Customer-Centered Systems, Morgan Kaufmann
- Egger, R.; Bulencea, P: (2015): Gamification in Tourism: Designing Memorable Experiences, Books on Demand
- Greenberg, S. et al. (2011): Sketching User Experiences, The Workbook, Morgan Kaufmann.
- Kelley, C.; Littmann, J. (2004): The Art of Innovation. ProfileBooks Ltd. London.
- Koskinen I., Zimmerman, J., Binder, T., Redström, J., Wensveen, S.. (2011). Design Research Through Practice: From The Lab, Field and Showroom. Waltham: Elsevier
- Müller-Prothmann, T (2014): Innovationsmanagement: Strategien, Methoden und Werkzeuge für systematische Innovationsprozesse. Hanser
- Nielson, J. (1994). Usability Engineering, Morgan Kaufmann.
- IDEO, The Field Guide to Human-Centered Design, https://www.designkit.org/resources/1
- Tourism, Hospitality and Digital Transformation: Strategic Management Aspects,
   K. Tajeddini, V. Ratten, T. Merkle (Eds.), Routledge, 2019
- Un World Tourism Organization (Eds.), UNWTO (2014): Tourism and New Technologies.
   Current issues of academic journals such as: Annals of Tourism Research, Tourism
   Management, Journal of Sustainable Tourism etc.

# **Cultural Heritage in Tourism (only relevant in Winter term 2020-2021)**

Modul Nr. / Module-Code	TDSM2500
Modulbezeichnung / Module description	Cultural Heritage in Tourism
Ggfs. Lehrveranstaltungen des Moduls/	
If necessary courses of the module	
Inhalte des Moduls / Syllabus Module	Technical The second of the second in second i
	- The content of the module combines various
	fields of studies related to the heritage paradigm; addressing different perspectives on
	heritage, outlining the broadness of the field as well as different techniques in heritage
	communication and presentation.  Practical
	- Insights into state of the art trends and
	strategies in the field of heritage management in tourism.
	- Approaches to the creation of high-quality
	tourism products in the field by considering
	various dimensions such as guiding, storytelling,
	co-creation, etc.
	Interdisciplinary
	- Heritage Studies
	- Museology - Cultural Anthropology
	- Spatial Science
Lernergebnisse des Moduls /	Knowledge and understanding
Qualification objectives and learning	Identify types of heritage and its
objectives	interpretation's significance
	Understand the meaning of heritage through
	different perspectives
	Define heritage products and the framework in
	which they are used
	Recognize the basics of the interaction between
	heritage and tourism
	Understand the ambiguity of the tourism-
	sustainability relationship
	<ul> <li>Understand debates on the process of identity</li> <li>Identify problems related to the uses of heritage</li> </ul>
	in Europe.
	Provide a brief theoretical overview on the role
	played by the guides in the delivery of touristic
	experience
	Understand the concept of 'co-creation' and its
	link to the 'experience economy'
	Applying knowledge and understanding
	Apply the concept of spatial capital
	Apply participatory methodologies to recover
	local spatial capital and

•Become aware of the role and potential of cocreation in tourism • Become aware of the role and potential of cocreation in cultural heritage and creative tourist experiences Promote local and international networking for tourism development tourism development Apply the concept of narratives in the context of various tourism sites Analyse current trends and niche tourism products. Analyse and highlight guides' importance in the creation and provision of authentic experiences • Propose strategies that promote sensory engagement in cultural heritage, • Explain and give examples of personalisation dimensions Making judgements • Identify ways of developing appealing cocreative culture-based tourism opportunities, • Examine the unique problems involved in tourism development in different region related to ongoing changes. • Being able to identify critical issue in developing and managing tourism Networks Communication • Highlighting the most challenging and rewarding tasks necessary to take into account while being a guide, • Suggest improvements for touristic experiences at cultural heritage attractions. Suggest strategies which raise cognitive engagement and create immersive experiences in contexts of cultural heritage **Learning skills** • Be able to reflect upon the specific situation of heritage sites regarding given narratives • Viewing perceptions of heritage from a visitor perspective • Evaluate the role of international tourism as an agent of change in a globalised world. Methodology • Evaluate some territorial and landscape potentials of a given region Dealing with change and enhance students' strategic thinking and acting abilities. Studiensemester / Study semester Winter semester Dauer des Moduls / Duration of the One semester module

Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Compulsory Elective
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Seminars, lectures, case-studies, discussions,
Learning methods of the module	presentation

- Staiff, R. et al (2013): Heritage and Tourism: Place, Encounter, Engagement, Routledge
- Dallen, T. (2011): Cultural Heritage and Tourism: An Introduction, Channel View
- Journal of Heritage Tourism
- Journal of Tourism and Cultural Heritage
- Journal of Cultural Heritage Management and Sustainable Development

# **Managing Financial Performance**

Modul Nr. / Module-Code	TDSM1600
Modulbezeichnung / Module description	Managing Financial Performance
Ggfs. Lehrveranstaltungen des Moduls/	Financial Analysis
If necessary courses of the module	<ul> <li>Cost Accounting and Revenue Management</li> </ul>
Inhalte des Moduls / Syllabus Module	Technical
	- Financial vs. managerial accounting
	- Rulesets (HGB, IFRS and US-GAAP)
	- Balance sheet
	- Income statement
	- Cash-flow statement
	- Ratio analysis
	- Cost behaviour
	- Cost-volume-profit analysis
	- Activity-based costing
	- Yield management
	- Dynamic pricing
	- Power pricing
	- Budgeting
	Practical
	- Financial statement analysis
	- Management accounting reports
	- Case studies of tourism businesses
	Interdisciplinary
	- Finance in a tourism context
	- Managerial economics

Lernergebnisse des Moduls / Qualification objectives and learning objectives - Connect to marketing and strategy

# **Knowledge and understanding**

Define financial and managerial accounting; list yield management and pricing strategies; know structure and contents of financial statements; name essential financial ratios; distinguish profitability from liquidity; understand the budgeting sequence.

# **Applying knowledge and understanding**

Interpret financial statements; apply ratio analysis to a variety of cases; devise prices and conduct yield management for various exercises/cases.

#### Making judgements

Decide on effective pricing and/or cost analysis methods for various leisure and tourism-related scenarios/cases.

Assess the financial situation of tourism-related organizations; detect critical issues of organizations based on ratios; evaluate the viability of financial budgets.

# Communication

Produce profitability analysis sheets and financial budgets; critically comment on published financial statements of real-life examples/cases; comment on quantitative business decisions; refer to corporate governance issues and ethics of accounting and finance.

#### **Learning skills**

Strengthen analytical and numerical skills in management contexts. Learn to read between the lines of published as well as internal financial statements and reports; enhance decision-making skills; critical thinking beyond financial data.

# Methodology

Ratio analysis; calculation of prices, revenues, costs and profits/losses within contemporary accounting, finance and revenue management frameworks; search for patterns in various types of reports; research and analysis of systematically derived data; quantitative decision-making in contexts also requiring awareness of qualitative aspects.

Studiensemester / Study semester	Summer semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Obligatory
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Seminars, case-studies, discussions, nano-talks
Learning methods of the module	

- Atrill, P., & McLaney, E. (2015) Management Accounting for Decision Makers. 8<sup>th</sup> ed.
   Pearson.
- Datar, S. M., & Rajan, M. V. (2017) Horngren's Cost Accounting: A Managerial Emphasis.
   Global ed. Pearson.
- Drury, C. (2016) Management Accounting for Business. 6<sup>th</sup> ed., Cengage Literature
- Phillips, R. (2021) Pricing and Revenue Optimization. 2<sup>nd</sup> ed. Stanford University Press.
- Rundshagen, V. (2016) Financial Accounting: First Semester Symphony. Epubli.
- Rundshagen, V. (2017) Cost Accounting: Very Short Stories and Rather Basic Concepts.
   Epubli.
- Weygandt, J. J., Kieso, D. E., & Kimmel, P. D. (2008) Accounting Principles. 8<sup>th</sup> ed. Wiley.

# Destination

Modul Nr. / Module-Code	TDSM1700
Modulbezeichnung / Module description	Destination
Ggfs. Lehrveranstaltungen des Moduls/	Spatial Tourism Planning
If necessary courses of the module	Strategic Destination Development
Inhalte des Moduls / Syllabus Module	Technical
	<ul> <li>Planning principles and regulations in reference to destination and resort planning.</li> <li>Land-use-conflicts</li> <li>Types and administration of destination governance processes.</li> <li>Spatial hierarchies in the tourism system.</li> <li>Strategic destination development</li> <li>Destination competiveness</li> <li>Practical</li> <li>Insights into several case studies (destinations such as Ruhrregion, Cyprus, South-Tirol)</li> </ul>

- Insights into regional development and zoning plans.
- Implementation of planning principles in destination development and management.
- Understand strength and weakness of business simulation tools.

# Interdisciplinary

- Planning sciences
- Spatial sciences

Lernergebnisse des Moduls / Qualification objectives and learning objectives

# **Knowledge and understanding**

Overview on tourism planning principles. Understand decision-making process within tourism businesses as well as on a destination level.

Understand complex business processes.

Identify business dependencies within a destination.

#### Applying knowledge and understanding

Use and experience simulation tools for tourism planning and development.

Apply knowledge to run your own business as well as to co-operate with stakeholders. Apply moderation techniques in order to solve complex disputes amongst various stakeholders.

### Making judgements

Identify and experience perspectives of various stakeholders in a destination management context.

Evaluate the overall situation of a tourism business or a destination to elaborate a strategic development plan.

# Communication

Express opinions on different destination planning concepts or individual business strategies and back it with detailed arguments. Communicate and discuss within a group environment relevant issues.

#### **Learning skills**

Synthesize information and provide solutions in response to various problems and issues related to a specific destination or tourism business.

	Handling of computer based simulation tools. Be
	aware, respect and reflect challenges
	stakeholders face and how those may have an
	impact on your own business.
	Methodology
	Be able to transfer tourism knowledge to
	unknown destinations. Improve analytical and
	conceptual skills.
Studiensemester / Study semester	Summer semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(80 hours contact; 70 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Obligatory
Kind of module	
Lehrsprache / Language of teaching	English / German
Lehr- und Lernmethoden des Moduls /	Seminars, case-studies, discussions, reflection
Learning methods of the module	rounds, computer simulation

Literature (case studies & Journal articles etc. during classes)

- Bieger, T. Beritelli, P. Laesser, C. (Hrsg.) (2018): Wettbewerb und Digitalisierung im alpinen Tourismus. Schweizer Jahrbuch für Tourismus 2017/2108, Erich Schmidt
- Dredge, D. (2011): Stories of Practice: Tourism Policy and Planning, Ashgate
- Hall M. C. (2008) Tourism Planning: Policies, Processes and Relationships, Pearson
- Hall, M./ Gössing, S./ Scott, D. (2015): The Routledge Handbook of Tourism and Sustainability. Routledge
- Heath, E./ Heath, L.Ed./ Wall, Q. (1992): Marketing Tourism Destinations: A Strategic Planning Approach, John Wiley & Sons
- Morrison, A.M. (2018): Marketing and Managing Tourism Destinations. 2<sup>nd</sup> ed., Routledge
- Wang, Y./ Pizam, A. (Ed.) (2011): Destination Marketing and Management: Theories and Applications, Cab Intl
- Travis, A.S. (2016): Planning for Tourism, Leisure and Sustainability: International Case Studies, Cabi
- Pechlaner, H. (Hrsg.) (2020): Destination und Lebensraum. Perspektiven touristischer Entwicklung. Springer
- Queensland Department of Tourism, Major Events, Small Business and The Commonwealth Games (DTESB) (2013): Next Generation Tourism Planning: a guideline for planners in Queensland, State of Queensland
- Wall, G.; Mathieson A. (2008): Tourism, Prentice Hall
- Journal of hospitality & tourism research, Bd. 36. 2012, 2, 164-190 (2012) Mc Lennan C.-L./ Ruhanen, L./ Ritchie, B./ Pham T.: Dynamics of destination development: investigating the application of transformation theory

■ International Journal of Culture, Tourism and Hospitality Research, Vol. 14 No. 2, pp. 273-294 (2020) McLoughlin, E.; Hanrahan, J.; Duddy, A.M.: Application of the European tourism indicator system (ETIS) for sustainable destination management. Lessons from County Clare, Ireland.

# Personal Skill Development - Value based Management

Modul Nr. / Module-Code	TDSM1800
Modulbezeichnung / Module	Personal Skill Development – Value based
description	Management
Ggfs. Lehrveranstaltungen des Moduls/	■ Business Ethics and Corporate Governance
If necessary courses of the module	<ul><li>Self Management</li></ul>
Inhalte des Moduls / Syllabus Module	Technical  - Emotional Intelligence, Interpersonal and Intrapersonal Skills and Abilities related to Cognitive Performance /Intelligence  - Development of emotional, cognitive and behavioural Skills and Abilities; Emotional Intelligence Development  - ARM Theory; typical performance versus maximum performance  - Career-related success; self-monitoring & empathy, goal setting, emotional reflection, decision making, stress management, team building processes, conflict management, communication skills  - Ethics in business and management
	<ul> <li>Code of ethics; corporate governance and business ethics; Shareholder / stakeholder theory; Corporate Citizenship</li> <li>Practical</li> </ul>
	- The ARM theory facilitates the perception of
	emotional, cognitive and behavioural abilities and skills. The cognitive analysis & evaluation facilitates reflexion processes in both individuals and groups to develop abilities, behavioural strategies and a value system to be applied within private and corporate settings.
	Interdisciplinary
	<ul> <li>The development of intrapersonal and interpersonal abilities and skills develop the holistic awareness, reflexion and management of those abilities and skills to draw on values relevant and applied globally in different &amp;</li> </ul>

diverse cultures and multi-faceted global economies.

Lernergebnisse des Moduls / Qualification objectives and learning objectives

#### **Knowledge and understanding**

Students familiarize with relevant theoretical foundations, concepts and different methods to facilitate understanding - the effect intrapersonal and interpersonal abilities and skills have on the workplace and their private life as well as on society in general. Students will be work with scientific data what effects and consequences a lack of intrapersonal and interpersonal abilities and missing values may have on both corporations and society explicitely.

#### Applying knowledge and understanding

In-depth discussions and the application of theoretical foundations and concepts enable students to increase awareness and meaning. Students reflect on their gained knowledge, personal values, attitudes, understanding and abilities of being actively involved within a wider social context – focusing on learning and application of intra- and interpersonal abilities and skills.

# **Making judgements**

Students will be able to appraise and assess both their own personal abilities, skills and values, and those of others to recognize essential abilities, values and skills and utilize potential for further development.

#### Communication

Students may communicate and discuss both intrapersonal and inter-personal abilities, values and skills independent of the idiosyncracies of their discipline.

### **Learning skills**

Students are encouraged to develop their personal abilities, values and skills. They foster their ability to reflect cognitive and emotional reasoning skills.

#### Methodology

Students perceive and recognize the importance of the development of both their intrapersonal and interpersonal abilities and skills as well as how to

	consider and apply values and principles
	constructively.
Studiensemester / Study semester	Summer semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Obligatory
Kind of module	
Lehrsprache / Language of teaching	English / German
Lehr- und Lernmethoden des Moduls /	Seminars, lectures, workshops, case-studies,
Learning methods of the module	exercises, discussions, reflection rounds, team
	building activities

- Scherl, W.G. (2021) Nurture Emotional Intelligence Abilities The Correspondence Paradigm as innovative Method to develop EI (International Journal submitted).
- Scherl, W.G. (2016) Genealogy and Conceptual Foundations of Emotional Intelligence (EI) and Social Intelligence (SI). American Journal of Scientific Research, Vol 18, 2.
- Scherl, W.G. (2014) Human Resource Management and Different Concepts of Emotional Intelligence. European Journal of Social Sciences, Vol. 45, 2.
- Scherl, W.G. (2013) Emotional Intelligence Development in Management Education: A newly devised Theory incorporates Potential to develop emotion-related Abilities (Emotional Intelligence). European Journal of Social Sciences, Vol. 40, 3.
- Scherl, W.G. (2013) The ARM Model to develop Emotion-related Abilities (Ability Emotional Intelligence), in: Zerbe, W., Ashkanasy, A. & Hartel C. (Eds.,) Research on Emotion in Organizations: Individual Sources, Dynamics, and Expressions of Emotion, Vol. 9; Emerald Publishing, UK.
- Scherl, W.G. (2013) Wirtschaftlicher Erfolg durch Nachhaltigkeit: Kosten und Nutzen von CSR, in: Zdrwomyslaw, N. (Hrsg.) Grundzüge des Mittelstandsmanagements: Vom Erkennen zum Nutzen unternehmerischer Chancen, DBV, Gernsbach.
- Scherl, W.G. (2013) Emotional Intelligence versus Social Intelligence: A clear
   Differentiation of two different but interrelated psychological Constructs, ICAM 1990 –
   Conference of International Cooperation on Advances in Management, London, UK.
- Weiss, J. (2021) Business Ethics: A Stakeholder and Issue Management Approach, London, Pearson.
- Crane, A., Matten, D., (2019) Business Ethics, Oxford, Oxford University Press
- Journal Articles recommended in Lecture

#### **Tourism Economics**

Modul Nr. / Module-Code	TDSM1900
Modulbezeichnung / Module	Tourism Economics
description	

# Ggfs. Lehrveranstaltungen des Moduls/ Tourism Economics and Global Tourism If necessary courses of the module Sustainability in Tourism Inhalte des Moduls / Syllabus Module Technical - Macro- and micro-economic perspectives of tourism & international markets, supply and demand, price elasticities - Interdependencies and ramifications in tourism of economic, environmental, and socio-cultural dimensions (triple bottom line) - Economic considerations and decision making with focus on sustainable production and consumption - Sustainability with micro and macro perspectives; tripartite concept of sustainability; sustainability and CSR. **Practical** - Economic growth and sustainable, growth in tourism - Develop thinking and internalise future economic growth holistically by using current role model cases Interdisciplinary - Relation of global economic growth and tourism growth - Global tourism and Diversity Management; developing selective tourism thinking - Educating and untilizing human recources, strategic human resources - Sustainable production & consumption as ethical principle Lernergebnisse des Moduls / **Knowledge and understanding** Qualification objectives and learning Students understand two fundamental realms of objectives relating to both economics tourism sustainability. Macro and micro perspectives reveal interdependencies among the Triple Bottom Line and develop understanding whether economic prosperity might contradict sustainability.

knowledge & data in cases provided.

Students discuss traditional theories of macro- and micro-economic growth and familiarize with

innovative corporations bν incorporating sustainability and corporate social responsibility (CSR) into globalized economies. Applying knowledge and understanding Students discuss contemporary global issues to generate holistic understanding and internalise mechanisms of economic and tourism-related growth. Students apply academic knowledge by explaining and analysing market forces of economic growth and sustainability in tourism. They are able to anticipate ramifications of corporate sustainable strategies. **Making judgements** Students will be able to appraise and assess relevant issues and challenges to analyse for sustainable decision-making processes considering micro- and macro-economic perspectives and strategies. Communication Students may communicate and discuss relevant information, knowledge and ideas, delineate issues and reason about solutions to both specialist and non-specialist audiences distinctly and unambiguously. **Learning skills** Students are enabled to reason with both microand macro-economic perspectives and develop sustainable concepts and processes for the future. Methodology Students develop successively interdependencies of micro- and macro-economic levels with sustainable ramifications and are in a position to utilize the concept of sustainability in both, national and international issues. Studiensemester / Study semester Summer semester Dauer des Moduls / Duration of the One semester module Häufigkeit des Angebots des Moduls / Each academic year Frequency of the offered module ECTS-Credits (based on the workload) 5 Gesamtworkload / Workload and its 150 hours composition (64 hours contact; 86 hours self-study)

Art des Moduls (Pflicht, Wahl etc.) /	Compulsory Elective
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Lectures, workshops, case-studies, discussions,
Learning methods of the module	exercises, reflexion rounds

- Scherl, W.G. and Bauman, B. (2021) Global Sustainability: What has the Triple Bottom Line got to do with it. European Journal of Economics & Administration (in press)
- Blowfield, M. and Murray, A. (2019) Corporate Responsibility. Oxford, Oxford University Press
- Gray, R., Adams, C.A. and Owen, D. (2018) Accountability, Social Responsibility and Sustainability: Accounting for Society and the Environment. London, Pearson
- Wheelen, T.L., Hunger, D.J., Hoffman, A.N. and Bamford, C.E. (2017) Strategic Management and Business Policy: Globalization, Innovation and Sustainability. London, Pearson
- Camilleri, M.A. (2017) Corporate Sustainability, Social Responsibility and Environmental Management: An Introduction to Theory and Practice with Case Studies. Cham, Springer
- Mc Cool, S.F. (2016) Reframing sustainable tourism. Dordrecht, Springer
- Scherl, W.G. (2013) Wirtschaftlicher Erfolg durch Nachhaltigkeit: Kosten und Nutzen von CSR, in: Zdrwomyslaw, N. (Hrsg.) Grundzüge des Mittelstandsmanagements: Vom Erkennen zum Nutzen unternehmerischer Chancen, DBV, Gernsbach
- Journal Articles recommended in Lecture

# **Strategic Human Resource Management**

Modul Nr. / Module-Code	TDSM2000
Modulbezeichnung / Module	Strategic Human Resource Management
description	
Ggfs. Lehrveranstaltungen des Moduls/	■ International Human Resource Management and
If necessary courses of the module	Employer Branding
	<ul><li>Negotiation Strategies</li></ul>
Inhalte des Moduls / Syllabus Module	Technical
	<ul> <li>Introduction of strategic human resource management (SHRM)</li> <li>Control-based model of SHRM, resource-based model of SHRM, integrative model of SHRM</li> <li>Successful negotiation strategies, negotiation process, conflict resolution and foundation of cooperative agreements, analyzing power relations, multiparty and multiple issue negotiations;</li> <li>'5-P model' of SHRM that incorporates five human resource activities</li> <li>Theories, corporate programs, practices and processes, with strategic business needs and corporate policies, and reflects corporation's</li> </ul>

overall plan for future prosperity, adaptability and profitability within globalized markets and their human resources.

#### Practical

- Strategic HRM interlinks knowledge and understanding with traditional HR practice.
- Critical & abstract thinking of current HR cases facilitates analysis and evaluation of its strategic and sustainable orientation.
- Case studies (e.g. Coca Cola; Thomas Cook; Aida Cruises; Daimler; VW; Lufthansa)
- Development of individuals and groups in frequent changing & competitive corporate environments

# Interdisciplinary

 Human resources recruits and develops both individuals and groups to meet corporate needs within several realms nationally and globally, e.g. intercultural and diversity management, finance and accounting, sales and procurement, operations, expatriate management, and marketing.

Lernergebnisse des Moduls / Qualification objectives and learning objectives

# **Knowledge and understanding**

Students develop an understanding of strategic human resource management (SHRM) evaluating different models of SHRM discussed within the academic literature, e.g. control-based, resource-based, or integrative strategic human resource management model. Students comprehend different HR issues, e.g. cultural idiosyncrasies, external regulation, environment, negotiations, societal change, impacting on HRM strategies, and consequently on national and international corporate strategies for sustainable corporate development and prosperity.

#### Applying knowledge and understanding

Students describe current HRM issues and delineate appropriate ideas to define creative solutions to meet corporate needs for both present and future challenges in HRM. Realistic HR cases facilitate the application and internalisation processes.

# **Making judgements**

	Students will be able to appraise and assess
	different HR strategies and eventually analyse for
	decision-making processes, corporate strategies &
	implementation purposes.
	<u>Communication</u>
	Students may communicate and discuss relevant
	information, knowledge and ideas, delineate issues
	and reason about solutions to both specialist and
	non-specialist audiences distinctly and
	unambiguously.
	<u>Learning skills</u>
	Evaluation and analysis of tools and methods of
	different HR strategies to be applied appropriately
	within corporate settings, critical thinking &
	reasoning, being able to discuss constructively,
	grasping the impact of SHRM and performance.
	Methodology
	Students familiarize with the topic of SHRM on an
	advanced level. Based on research they internalise
	the constructive applicability of different HR
	strategies within business and management.
	Extensive reasoning and reflexion complements the
	learning outcome beneficial for sustainable
	organisation and management development.
Studiensemester / Study semester	Summer semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	_
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Compulsory Elective
Kind of module	Faciliale
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Lectures, workshops, case-studies, discussions,
Learning methods of the module	exercises, reflexion rounds

Literature (further literature on ILIAS learning platform/during classes)

- Rees, G. and Smith, P.E. (2021) Strategic Human Resource Management: An International Perspective, New York, Sage Publications.
- Blokdyk, G. (2019) Negotiation Strategy a Complete Guide, 5Starcooks, Stockholm.
- Bailey, C., Mankin, D., Kelliher, C. and Garavan, T. (2018) Strategic Human Resource Management, Oxford, Oxford University Press.

- Cunningham, J.B. (2016) Strategic Human Resource Management in the Public Area, London, Palgrave.
- Scherl, W.G. (2016) Genealogy and Conceptual Foundations of Emotional Intelligence (EI) and Social Intelligence (SI). American Journal of Scientific Research, Vol 18, 2.
- Truss, C., Mankin, D. & Kelliher, C. (2012) Strategic Human Resource Management, Oxford, Oxford University Press.
- Scherl, W.G. (2014) Human Resource Management and Different Concepts of Emotional Intelligence. European Journal of Social Sciences, Vol. 45, 2.
- Scherl, W.G. (2013) The ARM Model to develop Emotion-related Abilities (Ability Emotional Intelligence), in: Zerbe, W., Ashkanasy, A. & Hartel C. (Eds.,) Research on Emotion in Organizations: Individual Sources, Dynamics, and Expressions of Emotion, Vol. 9; Emerald Publishing, UK.
- Thomson, L.L. (2015) The Mind and the Heart of the Negotiator, Boston, Pearson.
- Journal Articles recommended in Lecture

# **Communication and Media Management**

Modul Nr. / Module-Code	TDSM2100
Modulbezeichnung / Module	Communication and Media Management
description	
Ggfs. Lehrveranstaltungen des Moduls/	Brand Communication and Media
If necessary courses of the module	Media Management
Inhalte des Moduls / Syllabus Module	Technical
	Students gain essential insights about the following
	topics:
	- Defining the Media Industry
	- The Strategic Context
	- Strategic Concepts for the Media Industries
	- Strategic Responses to Technological Change
	- Realm and analysis of brand preference
	- Branding strategies and brand protection
	- Neurology, Learning, Brain Research and Branding
	- Brands and Communication in Tourism
	- Target groups and Positioning
	- Tourism and Media
	- Web 2.0 Applications as marketer and
	communication instruments
	- Brands, Communication, Media and Controlling
	Practical
	- Insights into several case studies (e.g. BuzzFeed,
	The Guardian, Netflix, NY Times, BBC)
	- Social Media, Media Planing

 Evaluating brands, customer behaviour and the usage of modern communications instruments in tourism business

# Interdisciplinary

- The role of creativity in the media
- Culture, Mindset and Strategy: Building a prodigital-culture
- Neurology, Learning and brand building process

Lernergebnisse des Moduls / Qualification objectives and learning objectives

# **Knowledge and understanding**

Students have a deep understanding of the kinds of questions that media economics seeks to address.

They are capable of describing and evaluating the different types of competitive market structures that exist in the media industries.

They have the ability to identify and explain some of the key economic characteristics of the media.

Students are able to distinguish between strategies of vertical, horizontal and diagonal growth.

# Applying knowledge and understanding

Students can define, interpret and value the new challenges posed by the media organizations` external environment with a deeper understanding of the particularities of emerging markets. Insights into several case studies enable them to break down issues of the media industry into their parts and of noting how the parts fit together.

They are able to explain the principal motivations behind media and cross-media expansion and analyse the practical economic advantages associated with these strategies.

They are capable of analyzing, describing and discussing the practical implications for media firms of 'convergence' and of 'globalization'.

Students are aware of the specific internal capabilities media organizations need to develop in order to put their ideas and strategies into practice.

#### Making judgements

They are able to use a series of statements connected logically together, backed by evidence, to reach a conclusion. They are able to decide on the worth of topics by comparing it against an accepted standard of value.

	They are enabled to evaluate selective
	communication tools for suitability in given
	markets.
	Communication
	Listening actively (taking notes, asking questions,
	engaging in ideas being communicated). Reading
	(decoding written words and images). Turn taking
	(effectively switching from receiving ideas to
	providing ideas). Students discuss results obtained
	in class.
	Learning skills
	Critical thinking, creative thinking, communicating,
	and collaborating.
	Evaluating communications instruments for brands
	and market situations.
	Methodology
	With selected creative methods students learn how
	to develop innovative ideas, to assess these
	independently and to implement them in changing
	organizational contexts. They have a synoptic view
	of change and decision-making within media
	organizations.
	Students are able to transfer knowledge to new
	types of Media, to foster problem-solving processes
	as well as communication strategies.
Studiensemester / Study semester	Summer semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(80 hours contact; 70 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Compulsory Elective
Kind of module	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Seminars, case-studies, discussions, exercises,
Learning methods of the module	online- researches, presentation of research results
Literature (further literature - actual case	studies- during classes)

Literature (further literature - actual case studies- during classes)

- Johnson, S. (2007): The strategic role of product management. Pragmatic Marketing
- Kotler, P./ Bowen, J./ Makens, J.C. (2005): Marketing for hospitality and tourism. Prentice-Hall International. 4th ed.

- Lindstrom, M. (2009): Neuromarketing: Kauf mich. In: Wirtschaftswoche, 10.08.2009. http://www.wiwo.de/technologie/neuromarketing-kauf-mich/5566474.html
- Spitzer, M. (2006): Better than thought: Learning, Dopamine and Neuroplasticity. Report for Organisation for Economic Co-operation and Development (OECD), Jan. 2006
- Chan-Olmsted, S. (2006). Competitive Strategy for Media Firms: Strategic and Brand Management in Changing Media Markets. Mahwah, New Jersey: Lawrence Erlbaum Associates.
- Deuze, M. (Ed.) (2011). Managing Media Work. Thousand Oaks, CA: Sage Publications.
- Johansson, A., Ellonen, H-K. & Jantunen, A. (2012). Magazine publishers embracing new media: Exploring their capabilities and decision making logic. Journal of Media Business Studies, 9(2), 97-114.
- Küng, L. (2008). Strategic Management in the Media: Theory to Practice. London: Sage.
- Wikström, P. & Ellonen, H-K. (2012). The impact of social media features on print media firm's online business models. Journal of Media Business Studies, 9(3), 63-80.
- Marketing for hospitality and tourism / Philip Kotler; John Bowen; James, latest ed. Upper Saddle River, NJ [u.a.]: Prentice-Hall, 1998

# **Political Economy of Tourism**

Modul Nr. / Module-Code	TDSM2200
Modulbezeichnung / Module	Political Economy of Tourism
description	
Ggfs. Lehrveranstaltungen des Moduls/	
If necessary courses of the module	
Inhalte des Moduls / Syllabus Module	Technical
	- Introduction to concepts and theories of political
	economy
	- History of political economy
	- Capitalism and democracy
	- Neoliberalism
	- Nationalism and populism
	- Contemporary debates and critique of
	globalization
	- Cooperation and conflict and their impacts on
	tourism
	- Trade agreements and their impact on tourism
	- Power relations in tourism
	- Growth, inequality, poverty and tourism
	- Class, gender, age, race and tourism
	- Alternative political economies in tourism
	Practical
	- Case studies of tourist destinations and business
	models from different world regions
	- Ideological debates and practical implications for
	travel and tourism

# Interdisciplinary Political theory - Philosophical schools of thought - Principles of economics - Sociology Lernergebnisse des Moduls / **Knowledge and understanding** Qualification objectives and learning Students know the history of political economy; are objectives able to define major concepts of political economy and to describe major theoretical constructs of the field. Applying knowledge and understanding They are able to synthesize current debates on capitalism, democracy, globalization and dominant/ mainstream ideologies; to identify conflicts of interest; develop an understanding of how these concepts relate to and impact tourism in different world regions. **Making judgements** Critically assess the consequences of political and

Critically assess the consequences of political and economic paradigms, trade agreements, and other issues of political economy; evaluate the viability of the ensued practices for exemplary tourism cases from different parts of the world.

# **Communication**

Express concise insights on complex issues of political economy; point out conflicts of interest between nations, states, regions, investors, tourists and workers/employees.

#### **Learning skills**

Identify strengths and flaws of dominant big-picture paradigms; detect conflicts of interest and hidden agendas in complex cases; foster critical thinking skills.

#### Methodology

Question mainstream and alternative assumptions; select appropriate theory or analytical tools to deal with challenges of political economy in changing tourism contexts; problem-solving in scenarios of ambiguity.

Studiensemester / Study semester

Summer semester

Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each academic year
Frequency of the offered module	
ECTS-Credits (based on the workload)	5
Gesamtworkload / Workload and its	150 hours
composition	(64 hours contact; 86 hours self-study)
Voraussetzungen für Teilnahme /	None
Prerequisites	
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Lectures, case studies, group work, exercises and
Learning methods of the module	discussions

- Biebricher, T. (2019) The Political Theory of Neoliberalism. Stanford University Press.
- Bourguignon, F. (2017) The Globalization of Inequality. Reprint ed. Princeton University Press.
- McIntosh, M. (2015) Thinking the Twenty-First Century: Ideas for the New Political Economy. Greenleaf.
- Milanovic, B. (2019) Capitalism, Alone: The Future of the System That Rules the World. Harvard University Press.
- Mosedale, J. (2011) Political Economy of Tourism. Routledge.
- Mosedale, J. (2016) Neoliberalism and the Political Economy of Tourism. Ashgate.
- Ravenhill, J. (2020) Global Political Economy. 6<sup>th</sup> ed. Oxford University Press.

# Master's Thesis and Colloquium

Modul Nr. / Module-Code	TDSM2400
Modulbezeichnung / Module	Master's Thesis and Colloquium
description	
Ggfs. Lehrveranstaltungen des Moduls/	Master's Thesis
If necessary courses of the module	<ul><li>Master's Thesis Colloquium</li></ul>
Inhalte des Moduls / Syllabus Module	Bringing together aspects of learning from previous
	modules as well as using this learning as the basis
	for planning, conducting and writing up a research-
	based project.
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Lernergebnisse des Moduls /	Students show evidence that – on the basis of
Qualification objectives and learning	theoretical and practical knowledge, skills and
objectives	competences achieved during their studies – they
	are able to independently design research. They
	demonstrate the ability to work scientifically and
	methodological appropriate to postgraduate levels
	in tourism, business and management. Also, their
	work contributes holistically to their personal set of
	values.

Studiensemester / Study semester	Semester
Dauer des Moduls / Duration of the	One semester
module	
Häufigkeit des Angebots des Moduls /	Each semester
Frequency of the offered module	
ECTS-Credits (based on the workload)	30
Gesamtworkload / Workload and its	900 hours
composition	(900 hours self-study)
Art des Moduls (Pflicht, Wahl etc.) /	Compulsory
Kind of module	
Verwendbarkeit des Moduls /	The Master's Thesis Colloquium is open to all
Applicability of module	students of the university (beside a master thesis
	with 'Sperrvermerk').
Voraussetzungen für Teilnahme /	In addition to the general admission criteria the
Prerequisites	master – examination requires that the thesis only
	can be delivered after the student has acquired the
	required number of ECTS credit points either in the
	course or at another German university or has
	successfully finished a corresponding examination.
	The mandatory number of ECTS- points is:
	■ 55 ECTS-points for the 4-semester programme
	■ 50 ECTS-points for the 3-semester programme
	■ 20 ECTS-points for the 2-semester programme
	In addition the precondition for the thesis is the
	successful participation in the mandatory field trips.
	All other cases need a written application to the
	examination board.
	The mandatory number of ECTS- points for the
	Master's Thesis Colloquium is:
	■ 118 ECTS-points for the 4-semester programme
	<ul> <li>88 ECTS-points for the 3-semester programme</li> <li>58 ECTS-points for the 2-semester programme</li> </ul>
Lehrsprache / Language of teaching	English
Lehr- und Lernmethoden des Moduls /	Counselling, scientific colloquium, self-study,
Learning methods of the module	independent research
Learning methods of the module	macpenaciii rescarcii