



## **CMGT (556): GLOBAL MARKETING COMMUNICATION**

**4 units**

**Spring 2024 – Thurs. 2-450PM**

**Section:** 21775

**Location:** ASC 328

**Instructor:** Ted Skidmore

**Office:** N/A

**Office Hours:** By appt.

**Contact Info:** Eskidmor@usc.edu

### **Course Description**

The acceleration of the phenomena of globalization continues to influence business practices worldwide across different sectors. Markets are increasingly intertwined and it has become imperative for companies operating in the 21<sup>st</sup> century to analyze their consumers and their competitive landscape in global terms. That being said, different communication strategies are analyzed within what is in effect the global – local dilemma. Specifically, the course will deep dive into the importance of taking into account local culture within the global framework. The ability to effectively to consider both (the global and the local) provides a key competitive advantage in order to create, capture and deliver value in an ever evolving global landscape.

This course reviews the broad principles of marketing in a global perspective, focusing on the decisions regarding the communications mix. Case studies will be drawn from many diverse brands within such categories as: Retail, Automotive, Entertainment, Technology, and Fashion/Lifestyle; and will include select guest speakers in addition to class lecture, assigned reading, and assignments. This course is graded for credit.

### **Student Learning Outcomes**

By the end of this course participants will have developed analytical tools to identify the challenges and opportunities in the global marketplace and to manage international communication decisions within the marketing mix. Students will explore the multifaceted international landscape, understand the key tenants of globalization and better understand the dynamics of the global-local dynamic. Students will put their learnings to use in a special Team Project assignment.

**Prerequisite(s):** None

**Co-Requisite(s):** None

**Concurrent Enrollment:** None

**Recommended Preparation:** Introductory courses in Marketing

## Course Notes

The course is standard letter grade. Classes will be held on campus and will be in person. This course will utilize Blackboard for all class materials and assignments. Attendance is very important for this course. Please alert the professor if you need to miss class for some reason.

## Technological Proficiency and Hardware/Software Required

Please bring either a laptop or Ipad device to class.

## Laptop Policy

All undergraduate and graduate Annenberg majors and minors are required to have a PC or Apple laptop that can be used in Annenberg classes. Please refer to the **Annenberg Digital Lounge** for more information. To connect to USC's Secure Wireless network, please visit USC's **Information Technology Services** website.

## Required Readings and Supplementary Materials

There is one (1) required textbook. There are additional articles and papers that will be required reading, these will be specified in class throughout the semester.

### Required Textbook:

- Keegan, W.J. & Green, M.C. (2020). Global Marketing (10<sup>th</sup> edition). Pearson. GM

## Description and Assessment of Assignments

- ***Self introduction.*** Students will be required to provide a written self-introduction for the instructor, details to be provided in class.
- ***Class participation.*** Students are expected to make informed contributions to class discussions and online activities, coming to class having completed all assigned readings.
- ***Midterm exam.*** There will be a take-home midterm exam, due on Blackboard. Specific date and time of assignment due date will be communicated.
- ***Course Team project.*** Student teams will individually conduct research on a topic related to the course. The course project includes the submission of a written deck and a final presentation on key findings.
- ***Final exam (Essay).*** There will be a take-home final exam, due on Blackboard. Due date will be the last day of scheduled class.

## Participation

As noted above, class participation is a critical part of this course. Participation includes not only speaking up and contributing to class discussions but also reaching out to the Professor with questions and/or clarification of concepts outside of the classroom.

## Grading Breakdown

Description of assessments and corresponding points and percentage of grade.

Assessment Tool (assignments)	Points	% of Grade
Self-Introduction	10	10
Class Participation	10	10
Midterm Exam	20	20
Team Project (Presentation + Deck)	40	40
Final Exam (Essay)	20	20
<b>TOTAL</b>	<b>100</b>	<b>100%</b>

## Course Grading Scale

Letter grades and corresponding point value ranges.

Letter grade and corresponding numerical point range		
94% to 100%: A	80% to 83%: B-	67% to 69%: D+
90% to 93%: A-	77% to 79%: C+	64% to 66%: D
87% to 89%: B+	74% to 76%: C	60% to 63%: D-
84% to 86%: B	70% to 73%: C-	0% to 59%: F

## **Classroom Policies**

### **Attendance**

Graduate school is in many ways preparation or refinement for successful professional lives. Professional success depends on a range of skills and behaviors; one foundational behavior is showing up, on time and alert. So, come to class. Come to class on time. When you are here, be here.

### **Generative A.I. Policy (for this course)**

Generative AI is permitted on specific assignments as a **research tool ONLY**. In this course, you are welcome to use artificial intelligence (AI) – powered programs such as chatGPT for assignments that indicate the permitted use of AI. AI should be considered another information source such as assigned texts, articles, industry reports, etc. **AI IS NOT a solution** for analysis, opinions or suggestions. Note: You are also welcome to use AI tools to help enhance presentations and graphics for your group presentations.

You should also be aware that AI text generation tools may present incorrect information, biased responses, and incomplete analyses; thus they are not yet prepared to produce text that meets the standards of this course. To adhere to our university values, you must cite any AI-generated material (e.g. text, images, etc.) included or referenced in your work and provide the specific sources for this content. Using an AI tool to generate content without proper attribution will be treated as plagiarism and reported to the Office of Academic Integrity. Please review the instructions in each assignment for more details on how and when to use AI Generators for your submissions. **It is up to you to verify attributable sources, they will be checked.**

## Course Evaluations

### Grading Standards

What each letter grade demonstrates.

Letter Grade	Description
A	Excellent; demonstrates extraordinarily high achievement; comprehensive knowledge and understanding of subject matter; all expectations met and exceeded.
B	Good; moderately broad knowledge and understanding of subject matter; explicitly or implicitly demonstrates good, if not thorough understanding; only minor substantive shortcomings.
C	Satisfactory/Fair; reasonable knowledge and understanding of subject matter; most expectations are met; despite any shortcomings, demonstrates basic level of understanding.
D	Marginal; minimal knowledge and understanding of subject matter; more than one significant shortcoming; deficiencies indicate only the most rudimentary level of understanding.
F	Failing; unacceptably low level of knowledge and understanding of subject matter; deficiencies indicate lack of understanding.

### Grading Timeline

Grading of assignments will generally take no more than one week of review.

### Assignment Submission Policy

- A. All assignments are due on the dates specified. Any requested extensions must be made in advance of due date and in fairness to those students who completed their assignments on time, deductions will be made for late assignments.
- B. Assignments must be submitted via [Blackboard, Multimedia Asset Management (MAM) system, email, etc.]

### **Course Schedule: A Weekly Breakdown**

A weekly schedule of the topics, readings, and deliverables for the course.

**Course dates: Thurs. Jan. 11 – Thursday, May 2**

*Important note to students: Be advised that this syllabus is subject to change - and probably will change - based on the progress of the class, news events, and/or guest speaker availability.*

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#### **Week 1 (Thurs. Jan. 11) Introduction / Course Review / Course Schematic**

GM: Chapter 1 – Introduction to global marketing

- “Re-inventing globalisation,” The Economist, 6/18/22

#### **Week 2 (Thurs. Jan. 18) Globalization / Approaching Global Markets**

##### **Self-Intro Reveal\***

GM: Chapter 2 – The global economic environment (pages 62-82)

GM: Chapter 4 – Social and cultural environments

#### **Week 3 (Thurs. Jan. 25) The Global Consumer – Segmentation & Positioning**

GM: Chapter 7 – Consumer segmentation, targeting, and positioning

**\*\*ASSIGNMENT #1: SELF-INTRODUCTION DUE: Wed. Sept. 6 (by 10pm PST)\*\***

#### **Week 4 (Thurs. Feb.1) Global market-entry strategies / Segmentaton**

GM: Chapter 6 – Global information systems and market research

GM: Chapter 9 – Market-entry strategies: Licensing, investment, strategic alliances

#### **Week 5 (Thurs. Feb.8) Global marketing mix: Global Retail / Research & Strategy / Midterm Reveal**

GM: Chapter 11 – Pricing decisions in global marketing

GM: Chapter 12 – Global marketing channels and physical distribution

**Midterm due: Wed. Feb. 14**

**Week 6 (Thurs. Feb. 15) Global marketing mix: Global Branding**

GM: Chapter 10 – Brand and product decisions & GMA: Chapter 2 – Global branding

**Week 7 (Thurs. Feb. 22) – The Power of Branding (Team Project Reveal)**

**Week 8 (Thurs. Feb. 29) Global marketing mix: Advertising**

**Branding & Marketing Communication / The role of culture in advertising adaptation**

GM: Chapter 13 – Global marketing communication decisions I: Advertising and PR

GM: Chapter 14 – Global marketing communication decisions

**Week 9 (Thurs. Mar. 7): TBD**

**(Thurs. Mar. 14) NO CLASS (SPRING RECESS MAR. 10-17)**

**Week 10 (Thurs. Mar. 21) Consumer Product Licensing**

Article – What is Product Licensing, by Ryan Kernan, Greenlight, Jan. 31, 2019

Article – How Covid-19 Rocked Hollywood & the \$125b Licensing & Consumer Product Cash Cow, by Matt Donnelly, Nov. 5, 2020.

**Week 11 (Thurs. Mar. 28) In-Class Work Session (Team Project) (Prof Mtg. #2)**

**Week 12 (Thurs. April 4) Brand Collaborations/Team Project Work Session (Social Media article discussion)**

**Week 13 (Thurs. April 11) In-Class Work Session (Team Project)**

**Week 14 (Thurs. April 18) Team Project Presentations #1 /Course Eval (ALL Decks due)**

**Week 15 (Thurs. April 25) Team Project Presentations #2 / Course Eval/ Final Essay Reveal -- (Last in-person class) (Decks due)**

**Week 16 (Thurs. May 2) Final Essay Due / NO CLASS**

### **Additional key dates**

Martin Luther King, Jr. Birthday: Jan. 15

President's Day: Feb. 19

Spring Recess: Mar. 10-17

USC Study Days: April 27-30

Final Exams: May 1-8

Commencement: May 10

### **Policies and Procedures**

#### **Communication**

Professor encourages students to contact him after class with any questions or concerns.

#### **Statement on Academic Conduct and Support Systems**

##### **Academic Integrity**

The University of Southern California is foremost a learning community committed to fostering successful scholars and researchers dedicated to the pursuit of knowledge and the transmission of ideas. Academic misconduct is in contrast to the university's mission to educate students through a broad array of first-rank academic, professional, and extracurricular programs and includes any act of dishonesty in the submission of academic work (either in draft or final form).

This course will follow the expectations for academic integrity as stated in the USC Student Handbook. All students are expected to submit assignments that are original work and prepared specifically for the course/section in this academic term. You may not submit work written by others or "recycle" work prepared for other courses without obtaining written permission from the instructor(s). Students suspected of engaging in academic misconduct will be reported to the Office of Academic Integrity.

Other violations of academic misconduct include, but are not limited to, cheating, plagiarism, fabrication (e.g., falsifying data), knowingly assisting others in acts of academic dishonesty, and any act that gains or is intended to gain an unfair academic advantage.

The impact of academic dishonesty is far-reaching and is considered a serious offense against the university and could result in outcomes such as failure on the assignment, failure in the course, suspension, or even expulsion from the university.

For more information about academic integrity see the student handbook or the Office of Academic Integrity's website, and university policies on Research and Scholarship Misconduct

The School of Communication maintains a commitment to the highest standards of ethical conduct and academic excellence. Any student found responsible for plagiarism, fabrication, cheating on examinations, or purchasing papers or other assignments will be reported to the Office of Student



Judicial Affairs and Community Standards and may be dismissed from the School of Communication. There are no exceptions to the school's policy.

In addition, it is assumed that the work you submit for this course is work you have produced entirely by yourself and has not been previously produced by you for submission in another course or Learning Lab, without approval of the instructor.

### **Course Content Distribution and Synchronous Session Recordings Policies**

USC has policies that prohibit recording and distribution of any synchronous and asynchronous course content outside of the learning environment.

Recording a university class is prohibited without the express permission of the instructor and announcement to the class, or unless conducted pursuant to an Office of Student Accessibility Services (OSAS) accommodation. Recording can inhibit free discussion in the future, and thus infringe on the academic freedom of other students as well as the instructor. (Living our Unifying Values: The USC Student Handbook, page 13).

Distribution or use of notes, recordings, exams, or other intellectual property, based on university classes or lectures without the express permission of the instructor for purposes other than individual or group study is also prohibited. This includes but is not limited to providing materials for distribution by services publishing course materials. This restriction on unauthorized use also applies to all information, which had been distributed to students or in any way had been displayed for use in relationship to the class, whether obtained in class, via email, on the internet, or via any other media. (Living our Unifying Values: The USC Student Handbook, page 13).

### **Students and Disability Accommodations**

USC welcomes students with disabilities into all of the University's educational programs. The Office of Student Accessibility Services (OSAS) is responsible for the determination of appropriate accommodations for students who encounter disability-related barriers. Once a student has completed the OSAS process (registration, initial appointment, and submitted documentation) and accommodations are determined to be reasonable and appropriate, a Letter of Accommodation (LOA) will be available to generate for each course. The LOA must be given to each course instructor by the student and followed up with a discussion. This should be done as early in the semester as possible as accommodations are not retroactive. More information can be found at [osas.usc.edu](http://osas.usc.edu). You may contact OSAS at (213) 740-0776 or via email at [osasfrontdesk@usc.edu](mailto:osasfrontdesk@usc.edu).

### **Support Systems**

#### *Annenberg Student Success Fund*

The Annenberg Student Success Fund is a donor-funded financial aid account available to USC Annenberg undergraduate and graduate students for non-tuition expenses related to extra- and co-curricular programs and opportunities.

*Annenberg Student Emergency Aid Fund*

Awards are distributed to students experiencing unforeseen circumstances and emergencies impacting their ability to pay tuition or cover everyday living expenses. These awards are not intended to cover full-tuition expenses, but rather serve as bridge funding to guarantee students' continued enrollment at USC until other resources, such as scholarships or loans, become available. Students are encouraged to provide as much information in their application, as well as contact their academic advisor directly with questions about additional resources available to them.

*Counseling and Mental Health* - (213) 740-9355 – 24/7 on call

Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention.

*988 Suicide and Crisis Lifeline* - 988 for both calls and text messages – 24/7 on call

The 988 Suicide and Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States. The Lifeline is comprised of a national network of over 200 local crisis centers, combining custom local care and resources with national standards and best practices. The new, shorter phone number makes it easier for people to remember and access mental health crisis services (though the previous 1 (800) 273-8255 number will continue to function indefinitely) and represents a continued commitment to those in crisis.

*Relationship and Sexual Violence Prevention Services (RSVP)* - (213) 740-9355(WELL) – 24/7 on call

Free and confidential therapy services, workshops, and training for situations related to gender- and power-based harm (including sexual assault, intimate partner violence, and stalking).

*Office for Equity, Equal Opportunity, and Title IX (EEO-TIX)* - (213) 740-5086

Information about how to get help or help someone affected by harassment or discrimination, rights of protected classes, reporting options, and additional resources for students, faculty, staff, visitors, and applicants.

*Reporting Incidents of Bias or Harassment* - (213) 740-5086 or (213) 821-8298

Avenue to report incidents of bias, hate crimes, and microaggressions to the Office for Equity, Equal Opportunity, and Title for appropriate investigation, supportive measures, and response.

*The Office of Student Accessibility Services (OSAS)* - (213) 740-0776

OSAS ensures equal access for students with disabilities through providing academic accommodations and auxiliary aids in accordance with federal laws and university policy.

*USC Campus Support and Intervention* - (213) 740-0411

Assists students and families in resolving complex personal, financial, and academic issues adversely affecting their success as a student.

*Diversity, Equity and Inclusion* - (213) 740-2101

Information on events, programs and training, the Provost's Diversity and Inclusion Council, Diversity Liaisons for each academic school, chronology, participation, and various resources for students.

*USC Emergency* - UPC: (213) 740-4321, HSC: (323) 442-1000 – 24/7 on call

Emergency assistance and avenue to report a crime. Latest updates regarding safety, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible.

*USC Department of Public Safety* - UPC: (213) 740-6000, HSC: (323) 442-1200 – 24/7 on call

Non-emergency assistance or information.

*Office of the Ombuds* - (213) 821-9556 (UPC) / (323-442-0382 (HSC)

A safe and confidential place to share your USC-related issues with a University Ombuds who will work with you to explore options or paths to manage your concern.

*Occupational Therapy Faculty Practice* - (323) 442-2850 or [otfp@med.usc.edu](mailto:otfp@med.usc.edu)

Confidential Lifestyle Redesign services for USC students to support health promoting habits and routines that enhance quality of life and academic performance.

*TrojansAlert*

TrojansAlert is an alert system that allows university officials to contact you during an emergency. It is your connection to real-time updates, instructions on where to go, what to do, or what not to do, who to contact and other important information. Visit the website to sign up.

*Emergency Preparedness/Course Continuity in a Crisis*

In case of a declared emergency if travel to campus is not feasible, USC executive leadership will announce an electronic way for instructors to teach students in their residence halls or homes using a combination of Blackboard, teleconferencing, and other technologies. See the university's site on [Campus Safety and Emergency Preparedness](#).

*ITS Customer Support Center (CSC)*: (213) 740-5555

The ITS Customer Support Center (CSC) provides support to the USC community for connecting to the USC Network and using supported applications. For help with network connectivity and software, contact CSC. Walk-in support is available in Leavey Library's Information Commons.

*Violence-Free Campus*

Visit the website to read more about prohibited behaviors, reporting responsibilities and where to report.

### *Student-Athlete Travel Excuse Letters*

Prior to a university-sponsored away competition, Student-Athletes are responsible for providing their Instructor with a Competition Excuse Letter (provided by their academic counselor) for the classes missed while on the road (i.e., excused absence). It is the responsibility of the Student-Athlete to provide the letter prior to leaving on their trip and to make arrangements for a make-up of any missed assignments or exams. Please refer to the SAAS site where they detail travel and travel excuse letters.

### **Add/Drop Dates for Session 001**

**(15 weeks: 1/8/2024 – 4/26/2024; Final Exam Period: 5/1-8/2024)**

**Link:** <https://classes.usc.edu/term-20241/calendar/>

**Last day to add:** Friday, January 26, 2024

**Last day to drop a class without a mark of “W,” except for Monday-only classes, and receive a refund:** Friday, January 26, 2024

**Last day to change enrollment option to Pass/No Pass or Audit:** Friday, January 26, 2024 [All major and minor courses must be taken for a letter grade.]

**Last day to add/drop a Monday-only class without a mark of “W” and receive a refund or change to Audit:**

Tuesday, January 30, 2024

**Last day to withdraw without a “W” on transcript or change pass/no pass to letter grade:** Friday, February 23, 2024 [Mark of “W” will still appear on student record and STARS report and tuition charges still apply.]

\*Please drop any course by the end of week three for session 001 (or the 20 percent mark of the session in which the course is offered) to avoid tuition charges.]

**Last day to drop with a mark of "W":** Friday, April 5, 2024