
SYLLABUS
PROGRAM OF PUBLIC MANAGEMENT AND POLICY IN ENGLISH
(E-PMP)

LEVEL OF EDUCATION: UNDERGRADUATE

TYPE OF EDUCATION: FULL-TIME

1. GENERAL INFORMATION

- *Course title (Vietnamese):* ***Kỹ năng phân tích tình huống và giải quyết vấn đề***
- *Course title (English):* ***Case Analyzing and Problem - Solving Skills***
- *Course code:* ***EPMP_BT8***
- *Knowledge group:* ***Supporting Training***
(Basic knowledge)
- *Credit:* ***2***
- *Prerequisite courses:* ***No***

2. THE DEPARTMENT IN CHARGE: *Economics management*

3. DESCRIPTION

Critical thinking - the application of scientific methods and logical reasoning - is the foundation for problem-solving and decision-making. This module will guide students to think critically to analyze, synthesize and verify how to solve problems posed in future work practice.

4. REFERENCES

Required textbooks

Materials are compiled by teachers and provided to students at the lesson.

5. COURSE OBJECTIVES :

Goal (Gx)	Description	PLO	Level
[1]	[2]	[3]	[4]
G2 (Skill)	Skill in applying problem-solving and analysis processes in organizations; Have skills to improvise and adapt when resolving conflicts and conflicts in the	KN 4	4

	organization's work; Have good job control skills		
G3 (Level of autonomy and responsibility)	Seriously study and access new knowledge for work; autonomy at work, and responsibility for their work results.	NLTC2	4

6. COURSE LEARNING OUTCOME:

Goal	CLO (CLO _{x.x})	Description	Level
[1]	[2]	[3]	[4]
G2 (Skill)	CLO2.1	Skill in applying problem-solving and analysis processes in organizations	3
	CLO2.2	Have skills to improvise and adapt when resolving conflicts and conflicts in the organization's work.	4
	CLO 2.3	ave good job control skills	4
G3 (Level of autonomy and responsibility)	CLO3.1	Seriously study and access to new knowledge for work; autonomy at work, take responsibility for their work results	4

7. COURSE ASSESSMENT

Form of evaluation	Content	Time	CLO	Evaluation criteria	Ratio (%)
[1]	[2]	[3]	[4]	[5]	[6]
Evaluate the learning process		Week 1-8	CLO2.1, CLO3.1, CLO3.2	-Full class participation level. -The level of interaction with the situations are trainers launched -The level of lesson preparation from home (fully, thoroughly) -The level of participation in group work and presentations	50%

End-of-term evaluation		Week 8	CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2	Levels of completing multiple-choice exercises & personal essay (on time, quality of content and presentation, answer to questions of lecturers and classes associated with the level of knowledge, skills, and the ability to take autonomy and accountability of the learning outcomes of the module).	50%
------------------------	--	--------	--	--	-----

* The module uses turnitin software to assess academic integrity

8. TEACHING PLAN

Week/ Session	Contents	CLO	Activities	Assessment
[1]	[2]	[3]	[4]	[5]
1	<p>Topic 1: Situation overview</p> <p>1.1 What is a situation?</p> <p>1.2 The role of case analysis in management learning.</p> <p><i>1.3 Practice and exercises.</i></p>	CLO 2.1, CLO 3.1	<p>Study at home: Pre-study the topic document 1</p> <p>Teaching and learning in class</p> <p>- Introduction about the set and how to evaluate the set</p> <p>- Lecture: 1 session</p> <p>- Class discussion: 3 sessions</p>	

2	<p>Topic 2: Characteristics of the situation</p> <p>2.1 Lengthy Interpretation</p> <p>2.2 The data are not related</p> <p>2.3 Lack of data</p> <p>2.4 Vague Information</p> <p>2.5 Time Pressure</p> <p>2.6 Usually requires prompt rather than answer</p> <p><i>Practice and exercise.</i></p>	CLO2.1, CLO3.1	<p>Study at home: Pre-study the topic document 2</p> <p>Teaching and learning in class</p> <p>- Lecture: 1 session</p> <p>- Class discussion:</p>	Assessment through diligence and group discussion, group work 50%
3	<p>Topic 3: Situation analysis</p> <p>3.1 Skimming the case.</p> <p>3.2 Read the case carefully.</p> <p>3.3 Problem Identification.</p> <p>3.4 Data analysis.</p> <p>3.5 Identify the options.</p> <p>3.6 Define the evaluation criteria.</p> <p>3.7 Analysis and evaluation of options.</p> <p>3.8 Make a proposal or decision.</p> <p>3.9 Write a report or action plan.</p> <p><i>Practice and exercise.</i></p>	CLO2.1, CLO3.1, CLO3.2	<p>Study at home: Pre-study the topic document 3</p> <p>Teaching and learning in class</p> <p>- Lecture: 1 session</p> <p>- Class discussion</p>	

4	<p>Topic 4: Introduction to problem-solving</p> <p>4.1 Course overview</p> <p>4.2 Introduction to Problem Solving</p>	CLO2.1, CLO3.1, CLO3.2	<p>Study at home: Pre-study the topic document 4</p> <p>Teaching and learning in class</p> <p>- Lecture: 1 session</p> <p>- Class discussion: 3 sessions</p>	
5	<p>Topic 5: Solving the problem of using charts and diagrams</p> <p>5.1 Schedule of dollars and number of centers</p> <p>5.2 Application in problem-solving</p>	CLO2.1, CLO2.2, CLO3.1, CLO3.2	<p>Study at home: Pre-study the topic document 5</p> <p>Teaching and learning in class</p> <p>- Lecture: 1 period</p> <p>- Class discussion: 3 periods</p>	
6	<p>Topic 6: Decision-making methods</p>	CLO2.1, CLO3.1, CLO3.2	<p>Study at home: Pre-study the topic document 6</p> <p>Teaching and learning in class</p> <p>- Lecture: 1 session</p> <p>- Class discussion: 3 sessions</p>	
7	<p>Topic 7:</p> <p>Execute decision</p>	CLO2.2, CLO2.3, CLO3.1, CLO3.2	<p>Study at home: Pre-study topic material 7</p> <p>Teaching and learning in class</p> <p>- Lecture: 1 session</p> <p>- Class discussion: 3 sessions</p>	
8	Exam finish the course	CLO2.1, CLO2.2, CLO2.3,	Essay test and individual test: 60 minutes	Homework finishes course 50%

		CLO3.1, CLO3.2,		
--	--	--------------------	--	--

9. COURSE REQUIREMENT

9.1. Rules of class participation

- Students are responsible for attending the entire session.
- Students who are absent, despite the reason or no reason, are not completing the course and must enroll again.
- Students who do not participate in the implementation shall be considered not completing parts and must enroll again.
- Students are responsible for actively researching documents, proactively preparing lessons before going to class according to the instructions and requests of lecturers
- Students will be asked to answer random questions and answers during eight sessions
- Regarding the exchange between lecturers and students: Encourage students to participate in discussions, give direct feedback with teachers about the module's content, teaching and learning methods, teaching and reading materials. Lecturers also encourage students to give feedback on the form, methods, and contents of the tests and evaluate students' learning results. Students can communicate with lecturers in class, during office hours, or via email. The valuable student feedback contributes to improving the teaching and learning quality of the module.

9.2. Rules of classroom behavior

- The course is conducted on the principle of respect for learners and teachers. All acts that interfere with the teaching and learning process are strictly prohibited.
- Students need to actively participate in lectures in class through discussions with teachers (answer and ask questions) and group discussions and presentations
- Students must go to school on time. Students who are late more than 10 minutes after class starts will not be able to attend the class.
- Not make noise, affect others in the learning process.
- Not eat, drink, chew gum, use devices such as phones, music players during class.

Laptops and tablets are only used to record lectures, calculate for lectures, exercises, absolutely not used for other purposes.

Hanoi, Date Month Year 20

DEAN OF FACULTY

(Signed)

PRINCIPAL

(Signed)