

NATIONAL UNIVERSITY OF SINGAPORE
NUS Business School
Department of Management and Organisation

Course Code and Title: MNO3713 Management of Employee Relations

Session: Semester 1, AY 2024/2025
(Tuesdays, 8.30-11.30 AM)

Instructor: A/P Lim Ghee Soon
Tel: 65166932; Office: MRB (BIZ 1) #08-57
Email: bizlimgs@nus.edu.sg

Course Objectives:

This course aims to train future managers to effectively handle employee relations in Singapore. It will address various environmental and structural constraints managers face when dealing with employees. It delves into such topics as the history, key institutions, and tripartism philosophy adopted in Singapore as well as key employment laws and their applications.

Because of its strong orientation towards real-world practices, students will find this course useful when looking for employment or actually managing employees in the future. Students are expected to keep themselves updated about the current trends in employee relations as well as to demonstrate their ability to apply concepts and skills learned from the course. Cases and issues that have happened or are happening in countries outside Singapore (including the US and other Asian countries) will be brought in to broaden our perspectives. This will help future managers perform their managerial roles in a globalized world.

The latest employment relations issues will be explored. Employment-related laws and practices keep changing and thus all students should keep up with the latest development. Many cases involving less-than-ideal labour relations practices are available from the past that shed light on what we can learn to improve the present-day practices. Hence, we will explore such cases in detail. Students are expected to take part in CANVAS discussions actively.

Syllabus:

Below is an indicative schedule. The class schedule may be amended when necessary, e.g., to take advantage of other opportunities for learning.

<u>Instructional Week</u> <u>Date</u>	<u>Topic</u>	<u>Text Readings</u>
1 Aug 13	Lesson 1: A Framework for Studying ER	Lim, et al., Chapters 1 & 14
2	Lesson 2: Historical Milestones of Employee Relations	Lim, et al., Chapter

Aug 20		2
3 Aug 27	Lesson 3: Key Features of the Institutional Environment	Lim, et al., Chapters 4 & 5
4 Sep 3	Lesson 4: Job & Labour Market	Lim, et al., Chapter 7
5 Sep 10	Lesson 5: Major Employment Laws	Lim, et al., Chapter 3
6 Sep 17	Lesson 6: The Employment Contract	Lim, et al., Chapter 6
Mid-Term Break (Sep 21–29)		
7 Oct 1	Lesson 7: Employees' Rights and Union Membership	Lim, et al., Chapters 8 & 13
8 Oct 8	Lesson 8: Managerial Prerogatives	Lim, et al., Chapter 10
9 Oct 15	Lesson 9: Disputes, Impasses, & Industrial Actions	Lim, et al., Chapters 9 & 11
10 Oct 22	Lesson 10: Employee Discipline	Lim, et al., Chapter 12
11 Oct 29	<u>Lesson 11, First Hour: Course Review Quiz (Individual-Based) (Understanding of Concepts & Practices)</u> Complete 30 MCQs in 45 minutes; open-book but only up to TEN (10) A4-sized pages of personal notes (handwritten/typewritten) are allowed during the test with no access to any electronic equipment.	Lesson transcripts, slides, and points of learning derived from lessons/case studies as covered by this course
12-13 Nov 4 (Mon) 0830 Hours – Nov 15 (Fri) 2359 Hours	<u>Individual Case Assessment (Take-Home Test) (Application of Concepts & Practices)</u> <ul style="list-style-type: none"> • Open-book. • The test paper will be posted at CANVAS >> MNO3713 >> Assignments >> Individual Case Assessment at 8.30 am on the Monday of Week 12. • Submit your Individual Case Assessment Report (Answers) at the same location (via file attachment) by Week 13, Friday, 2359 Hours. 	All materials

Text and Class Readings:

Main Text:

Lim, G.S., Holley, William H. Jr., Jennings, K. M, and Wolters, R. S. (2018). The labour relations process: A partnership approach to creating strategic competitive advantage (2nd ed.). Singapore: Cengage Learning. ISBN-13: 9789814792370 | ISBN-10: 9814792373 Copyright 2018 | Published 2017.

- A hardcopy of this book is available for 2-hour loan at Hon Sui Sen Memorial Library – Reserve Books and Readings (RBR) Section (Book Call Number: HD8700.67 Lim 2018).
- The textbook is available for sale at NUS Coop Central Forum Bookstore (below Central Library).
- It is also available for sale via this link (e-book):

<https://www.cengageasiaestore.com/sg/9788000041711.html>

Class Readings:

Lesson 1:

1. [Perspectives of Industrial Relations](#)
2. [Systems of Government Worldwide](#)
3. [List of Current Sovereign Monarchs](#)
4. [Can You Name the Five Remaining Communist Countries in the World?](#)
5. [Developing a Measure of Industrial Relations Climate](#)

Lesson 2:

6. [Industrial Revolution](#)
7. [History of Communism](#)
8. [Communist Party of the Soviet Union](#)
9. [Video on the Labour Movement in Singapore - National Trades Union Congress](#)
10. [Khmer Rouge](#)

Lesson 3:

11. [List of Trade Unions in Singapore – Employee Unions, Employer Unions, & Federation of Trade Unions](#)
12. [Vital to Maintain Symbiotic Ties Between Party, NTUC](#)
13. [NTUC-Affiliated Unions and Associations, Social Enterprises, & Related Organizations](#)
14. [Singapore Labour Foundation Annual Report 2022](#)
15. [9 Myths About Trade Unions and Union Activities in Singapore](#)
16. [Singapore Business Federation](#)
17. [Singapore National Employers Federation](#)
18. [Trade Associations and Chambers Affiliated with the Singapore Business Federation](#)

19. Singapore Constitution:
 - a. [Part 5 Chapter 1 \(President\)](#)
 - b. [Part 5A \(Council of Presidential Advisers\)](#)
 - c. [Part 6 \(the Legislature\)](#)
 - d. [Part 5 Chapter 2 \(the Executive\)](#)
 - e. [Part 8 \(the Judiciary\)](#)
20. [Elections in Singapore](#)

Lesson 4:

21. [List of Minimum Wage by Country](#)
22. [Central Provident Fund](#)
23. [Skills Development Levy Act](#)
24. [Workforce Singapore \(Workforce Skills Qualifications \(WSQ\) for employees \(via Skill Development Levy Act\) & SkillsFuture Singapore \(for Singaporeans; via Government Annual Budget\)](#)
25. [Why Workfare Instead of a Minimum Wage in Singapore?](#)
26. [Workfare Income Supplement](#)
27. [Workfare Skills Support](#)
28. [Progressive Wage Model implementation takes time due to negotiations, multiple considerations: Tan See Leng](#)
29. [What is the Progressive Wage Model](#)
30. [Singapore Government Budget 2024](#)
31. [Key Household Income Trends – Government Transfer 2023](#)
32. [Fair Consideration Framework](#)
33. [Employment Act \(Section 48: maximum one month of Annual Wage Supplement \(fixed bonus\)\)](#)
34. [Singapore's productivity and median wage have grown by a third in the last 10 years: Tharman \(Before Covid-19\)](#)

Lesson 5:

35. General Provisions in Employment Related Laws in Singapore:
 - a. Singapore Constitution:
 - i. [Articles 10 \(no forced labour\)](#)
 - ii. [Article 14 \(employees have freedom of association such as joining a union\)](#)
 - b. Employment Act:
 - i. [Sections 9 - 11 \(employees are free to resign by giving the required notice\)](#)
 - ii. [Part 4 \(minimum working conditions\)](#)
 - c. [Child Development Co-Savings Act \(maternity and paternity benefits for employees and self-employed/freelancers/independent contractors\)](#)
 - d. [Industrial Relations Act \(Part 3; workplace collective bargaining procedures\)](#)
 - e. [Trade Unions Act \(setting up and management of employee/employer trade unions\)](#)
 - f. [Trade Disputes Act \(individual/group conduct during an industrial action\)](#)
 - g. [Criminal Law \(Temporary Provisions\) Act \(prohibitions and advance notice of industrial/strike action required for employees in certain essential services\)](#)

- h. [Central Provident Fund Act \(save-as-you-earn retirement savings for Singapore citizens and permanent residents\)](#)
 - i. [Skills Development Levy Act \(training tax to fund subsidized training programs conducted by Workforce Singapore\)](#)
 - j. [Retirement & Re-Employment Act \(current retirement age is 63; employers are required to offer to reemploy retired employees till they are 68 if the employee is medically fit and has performed satisfactorily\)](#)
 - k. [Work Injury Compensation Act \(compensation for workplace injuries/illnesses\)](#)
 - l. [Workplace Safety & Health Act \(regulate the safety conduct of all stakeholders at the workplace\)](#)
 - m. [Employment of Foreign Manpower Act \(regulate the employment of individuals who are not Singapore citizens or permanent residents\)](#)
 - n. [Immigration Act \(regulate the flow of people entering, staying in, and exiting Singapore\)](#)
 - o. [Holidays Act \(gazetting public holidays, usually 11 per year in Singapore\)](#)
 - p. [Enlistment Act \(Singapore citizens and permanent residents who have joined the public school education system on subsidised rates are liable for national service\)](#)
- 36. [WICA \(Work Injury Compensation Act\) vs Common Law](#)
 - 37. [Sample Collective Agreement: Parkroyal on Beach Road Hotel](#)
 - 38. [Collective Agreements Certification](#)
 - 39. [Common Law](#)
 - 40. [Tripartism in Singapore](#)
 - 41. [International Labour Organisation \(ILO\) Conventions and Recommendations](#)
 - 42. [ILO Conventions Ratified in Singapore](#)

Lesson 6:

- 43. [Contract of Service vs Contract for Service](#)
- 44. Applicability of these employment laws is affected by whether a work agreement is “contract of service” or “contract for service”:
 - a. [Employment Act \(covers all employees \(“contract of service”\) except public sector employees, seafarers, and domestic workers\)](#)
 - b. [Child Development Co-Savings Act \(employees and self-employed individuals are entitled to specific government-paid maternity & paternity benefits if they have worked for at least 3 months and have a new-born Singaporean child\)](#)
 - c. [Work Injury Compensation Act \(covers all employees other than self-employed individuals, domestic workers, & uniformed services personnel such as the armed forces, police, civil defence, central narcotics bureau, and prison services\)](#)
 - d. [Central Provident Fund Act \(all employees who are Singapore citizens or permanent residents must contribute to full retirement savings and self-employed Singapore citizens or permanent residents must contribute to Medisave savings for healthcare purposes; non-resident employees are exempted via Section 69\)](#)
 - e. [Enlistment Act \(Singapore citizens and permanent residents who have joined the public school system on subsidised rates are liable for compulsory national service and employers must allow them to resume employment after they have](#)

- successfully completed it as originally scheduled unless the employment contract does not last beyond the end of the original service period)
- f. Industrial Relations Act (collective/individual bargaining & individual assistance for ordinary & social members of labour unions (for employees other than management staff whose work is closely associated with the interests of the shareholders/business owners; Section 18, Part 4, & Part 4A)
- g. Skills Development Levy Act (all employees except domestic workers)
- h. Retirement & Re-Employment Act (employees who are Singapore citizens or permanent residents cannot be fired based on age before attaining the retirement age and they have the right to be reemployed up till the reemployment age if they are medically fit for work and have performed satisfactorily)
- i. Employment of Foreign Manpower Act (covers all foreigners who are not Singapore citizens or permanent residents and are employed as employees at the workplace)

Lesson 7:

- 45. National Trades Union Congress – for all “workers” (employees & freelancers/independent contractors/self-employed individuals)
- 46. Industrial Relations Act
 - a. Section 17 (bargainable vs non-bargainable employees)
 - b. Scope of Collective Agreement May Exclude Certain Employees
 - c. Industrial Relations – MOM (rank-and-file employees’ and junior executive employees’ rights to collective & individual bargaining)
 - d. Part 4 (individual bargaining - union protection for individual junior executive employees)
 - e. Part 4A (rights to assistance from a labour union for non-management employees who are union social members employed in a non-unionised organisation)
- 47. Trade Unions Act (pay special attention to Parts III – IX (setting up and management of a trade union))
- 48. Employment Act Section 33 (up to five months of salary owed of manual workers earning not more than \$4,500 per month and non-manual workers earning not more than \$2,600 per month enjoy priority in claims in case of employer bankruptcy)
- 49. Employees’ Workplace Rights Protected:
 - a. Employment Act Section 17 (employee’s right to join a labour union protected)
 - b. Industrial Relations Act Sections 78 – 82 (protection for employee union activities)
 - c. Employment Act Section 15 (employee can leave without notice if danger not agreed to has arisen)
 - d. Employment Act Section 13 (employee can leave without notice if employer fails to pay salary on time)
 - e. Employment Act Section 18 – 18A (employee rights protected in merger/acquisition/transfer of employment)
- 50. Public-Sector Employees Allowed to Join a Public-Sector Labour Union as Declared by the President of Singapore

Lesson 8:

51. Industrial Relations Act:
 - a. [Section 18 \(six major managerial prerogatives\)](#)
 - b. [Section 83 \(protection for employers when employers carry out employer union activities\)](#)
52. Employment Act:
 - a. [Section 45 \(employees cannot bargain for retrenchment benefits if they have less than 2 years of service\)](#)
 - b. [Section 46 \(employees cannot bargain for retirement benefits beyond those specified under the CPF Act if they have less than 5 years of service\)](#)
 - c. [Section 14 \(employers can dismiss, suspend for up to one week, and demote an employee based on the employee's misconduct\)](#)
 - d. [Section 10 \(employers can terminate an employment contract by notice\)](#)
53. [Trade Disputes Act \(Section 3: unions cannot take industrial action for industrial matters not directly related to their terms and conditions of employment\)](#)
54. [Trade Unions Act \(Section 2: Definition of "Trade Union"\)](#)

Lesson 9:

55. [Managing Employment Disputes – Ministry of Manpower](#)
56. [Industrial Relations Act Part 4A \(assistance by a labour union under the "Tripartite Mediation Framework" for non-management employees who are union social members\)](#)
57. Labour-Management Bargaining Process:
 - a. [Industrial Relations Act Section 18 \(start of collective bargaining process\)](#)
 - b. [Trade Unions Act \(Section 27 on having to conduct a secret ballot to obtain a majority support for taking an industrial action\)](#)
 - c. [Industrial Relations Act Part 5 \(start of arbitration process\)](#)
 - d. [Industrial relations Act Part 6 \(IAC award is a binding court document\)](#)
58. [Trade Dispute Act \(do's and don'ts during an industrial action or lockout\)](#)
59. [Criminal Law \(Temporary Provisions\) Act \(Parts 3, First Schedule on Essential Services\)](#)

Lesson 10:

60. Employment Act - Pay special attention to:
 - a. [Section 14 \(employer can discipline employee based on misconduct via dismissal, demotion, or suspension of up to 1 week\)](#)
 - b. [Section 13 \(employer can dismiss employee if the latter absents from work for more than 2 days consecutively without excuse\)](#)
 - c. [Section 88A \(employee's earned annual leave can be forfeited if they absent from work without excuse for more than 20% of the month/year or are dismissed based on misconduct\)](#)
 - d. [Section 88 \(paid public holiday entitlement can be forfeited if the employee absents from work without excuse on the day before/after the public holiday\)](#)
 - e. [Sections 26 – 32 \(up to ¼ month's pay can be deducted for damage or loss of merchandise and money entrusted to an employee due to the employee's negligence; no pay for period of unexcused absence\)](#)

61. [Termination Due to Employee Misconduct – due inquiry required by MOM](#)

Modes of Learning:

Classes will be conducted in the seminar format.

The course will be learner-centred. We shall adopt norms of openness, participation, and preparedness because much of the learning in this course will be through peer- and self-learning.

You will also learn from a variety of readings and resources that we will examine throughout the course. Learning activities include analyses of cases (local and foreign), debates, critiques of papers, and others.

Learners' Responsibilities:

Everyone in this class is responsible for creating a positive and supportive learning environment. You are encouraged to ask questions, comment, and be intellectually critical, while displaying courtesy, consideration, and openness to others.

We will be using group exercises as part of the learning process. You have a responsibility to your group to be prepared for the exercises and play your part.

At some point during the semester, you will (working in groups) be put in charge of part of a class session. Please make sure you are well prepared to lead the discussion for that session.

Outside of classes, our main mode of communication with the class will be via CANVAS and e-mail. It will be your responsibility to check your NUS mailbox regularly, and to read the announcements, updates, and other materials uploaded to the CANVAS.

Please feel free to post any questions you may have about any topics covered by this course at the Course Chat area (CANVAS >> MNO3713 >> Chat) before or during any lesson.

You are also encouraged to ask questions in person during class.

We will address all the questions asked in person or posted at the Course Chat area during the lesson so that everyone in the class can listen and benefit from the discussion.

Academic Honesty: No Plagiarism

Please acknowledge all references and sources that you use in your work. This is not just good manners but also academic honesty. Please note the NUS Business School policy below:

“Academic integrity and honesty are essential for the pursuit and acquisition of knowledge. The University and School expect every student to always uphold academic integrity & honesty. Academic dishonesty is any misrepresentation with the intent to deceive, or failure to acknowledge the source, or falsification of information, or inaccuracy of statements, or cheating at examinations/tests, or inappropriate use of resources.

Plagiarism is ‘the practice of taking someone else's work or ideas and passing them off as one's own' (The New Oxford Dictionary of English). The University and School will not condone plagiarism. Students should adopt this rule - You have the obligation to make it clear to the assessor which is your own work, and which is the work of others. Otherwise, your assessor is entitled to assume that everything being presented for assessment is being presented as entirely your own work. This is a minimum standard. In case of any doubts, you should consult your instructor.”

Additional guidance is available at:

<https://studentconduct.nus.edu.sg/wp-content/uploads/NUS-Code-of-Student-Conduct.pdf>

Academic Privilege Under the Copyright Act of Singapore:

Please do not keep in your possession any materials that add up to or represent an unauthorized reproduction of more than ten percent (10%) of any specific published work (e.g., book, journal, magazine, etc.) unless you have obtained the required permission from the publisher and the copyright owner.

Assessment Methods:

Group Study & Sharing (Lessons 3-10):	20%
Individual Canvas Discussions Contributions (Lessons 3-10):	20%
Course Review Quiz (Individual-Based) (Understanding of Concepts & Practices):	30%
Individual Case Assessment (Take-Home Test) (Application of Concepts & Practices):	30%

Group Study & Sharing (Maximum 20%) (Lessons 3-10):

Students will form 8 Teams of several members each.

Each Team please study and share with the class one of the case studies assigned for Lessons 3-10.

Each sharing session will not be longer than 20 minutes excluding Q&A.

The Presentation Team please elect a team representative to post the PowerPoint slides to be used in your team’s in-class presentation at CANVAS >> MNO3713 >> Discussions >> Lesson X before the start of the relevant lesson.

Please use the inputs from the audience (see the next continuous assessment component) to improve your presentation and individually acknowledge their contributions in your presentation.

Post a dummy response with “.” as the heading and “.” as the content to access the audience’s contributions.

If you have referenced any published or unpublished sources of info in your study, please list them at the end of your group presentation slides.

The assessment strategy (including teamwork, depth of analysis, and audience involvement) for this assessment component is detailed on the last page of this course outline.

Peer-evaluation: All members within a team will each independently rate each of their teammates’ contributions to the group efforts immediately after the in-class presentation using this scale: 0=not at all; 1=little; 2=some; 3=substantial; 4=very substantial; 5=maximum that can be expected. Please use the peer evaluation form available at CANVAS >> MNO3713 >> Files >> Teamwork Peer Evaluation Form, fill it out, and email it to the instructor directly. You need not do this if you feel all the teammates deserve the same grade for the teamwork.

Individual CANVAS Discussions Contributions (Maximum 20%) (Lessons 3-10):

For each of Lessons 3-10, when you are not in the Group Study and Sharing Presentation Team doing the presentation, as a member of the audience you may independently post up to 5 ideas at CANVAS >> MNO3713 >> Discussions >> Lesson X to help the Presentation Team prepare for their presentation.

For each timely and relevant idea (complete with appropriate explanation & justification) you suggested to the Team, you earn one mark (= 1 percentage point).

Write each idea in one paragraph and write all ideas for the week in one posting.

Please see the last page of this course outline for an example.

You must post your ideas at least 72 hours before the relevant lesson starts to be eligible for earning the marks.

Late submissions will not be graded.

Do not revise your posting after the -72 hours deadline is over. Otherwise, your posting will be considered late and not graded.

Please do not read other class members’ postings before you post your own ideas.

If you do not intend to earn audience contributions credits for the week but wish to read other classmates’ postings, you may do a dummy posting with “.” as the heading and “.” as the message to access the postings at CANVAS >> MNO3713 >>

Discussions >> Lesson X. Otherwise, please do not do dummy posting when you are a member of the audience.

You may earn up to 5 marks (one idea = one mark = one percentage point) for helping the Presentation Team each week.

The instructor will keep a score sheet of the marks earned by you for this continuous assessment component.

Only members of the audience may do this to earn marks. If you are a member of the Presentation Team doing the Group Study & Sharing presentation for the week, you need not do this (if you do so, no marks will be awarded to you).

Each of the ideas you offer to help the Presentation Team must be constructive and useful and related to employee relations which the Presentation Team can adopt for their presentation.

This may take the form of substantiated opinions, comments, examples, suggestions, critiques, questions, discussions, personal experiences, readings (of journals, newspapers, magazines, etc.), or the likes.

Please include the web-links or sources of references – if any – in your postings. If your idea is based on personal experiences, please describe the context of the experience succinctly.

Course Review Quiz (Individual-Based) (Maximum 30%) (Understanding of Concepts & Practices):

In Lesson 11 First Hour, there will be a Course Review Quiz (Multiple Choice Question) (Understanding of Concepts & Practices) for you to complete in class.

It will be timed (45 minutes) with 30 multiple-choice questions and invigilated by the course coordinator or his designate.

The test will be open-book but only up to TEN (10) A4-sized pages of personal notes (handwritten/typewritten) are allowed during the test with no access to any electronic equipment.

It will be based on the 10 lesson transcripts, slides, and points of learning derived from the lessons/case studies covered by this course.

Individual Case Assessment (Take-Home Test) (Maximum 30%) (Application of Concepts & Practices):

In Weeks 12-13, there will be a take-home test in the form of an Individual Case Assessment (open-book) to complete.

A case study with a question will be posted at CANVAS >> MNO3713 >> Assignments >> Individual Case Assessment at 0830 hours on the Monday of Week

12 and you will submit your Individual Case Assessment Report (Answers) at the same location by Week 13, Friday, 2359 Hours (via file attachment).

The case study will ask you to review all the lessons of this course and show how you apply what you have learned by answering the case question.

Please answer the case question posed in the case accurately (“to the point”).

Late submissions will not be graded.

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Group Study & Sharing Registration Form

The Presentation Team please elect one team representative to post the presentation slides to be used in your in-class presentation (maximum 20 minutes excluding Q&A) at CANVAS >> MNO3713 >> Discussions >> Lesson X before the start of the relevant lesson. Members of the audience are encouraged to independently post up to 5 ideas each week (at least 72 hours before the relevant lesson starts to qualify for credits) at CANVAS >> MNO3713 >> Discussions >> Lesson X to help the Presentation Team prepare for their presentation.

Lesson	Case Title	Team Members*
1	-	---
2	Group Case Practice (Not Graded): Chong Yuen Engineering Pte Ltd	All 8 teams please each elect a team representative to post your team's practice presentation slides (not graded) at CANVAS >> MNO3713 >> Discussions >> Lesson 2 before Lesson 2 starts. For this practice, you need not post any ideas (individually or in groups) to help other teams. One team will be selected to share their findings in class.
3	Horrible Bosses (Case at end of Chapter 4)	Team ?: _____ _____
4	No Jobs, Labour Reforms in Limbo (Case at end of Chapter 7)	Team ?: _____ _____
5	Telling It Like It Is (Case at end of Chapter 3)	Team ?: _____ _____
6	Hyundai Motor vs. Labour Union (Case at end of Chapter 6)	Team ?: _____ _____
7	A Fog of 'Facts' (Case at end of Chapter 8)	Team ?: _____ _____
8	Labour Rights Reforms and Impatient Unions a Challenge for NLD (Case at end of Chapter 10)	Team ?: _____ _____
9	Goenka Confident of Ssangyong Motor's Future (Case at end of Chapter 9)	Team ?: _____ _____
10	Death of Sick Teacher Highlights Medical Rights (Case at end of Chapter 12)	Team ?: _____ _____

*Note: More members may join your team later.

For In-Class Sharing/Presentation, Some Examples of Good Teamwork, Depth of Analysis, and Audience Involvement Are:

Good Teamwork: All team members are present and speak; not ideal for some to escape speaking as we train leaders of tomorrow; clear roles for all team members; members do not contradict one another; good flow from one member to another; others.

Depth of Analysis: Relevant real-life examples, references of published articles, and ideas beyond textbooks are to be rewarded; use of relevant concepts taken from the course materials is a basic requirement; issues that should be tackled given the case questions must be clearly specified to the audience; at the minimum, presenters must know what questions to ask of the audience; others.

Audience Involvement/Engagement: An elated audience should be taken as a good reason for giving more marks for audience involvement/engagement; asking specific students to answer questions can be taken as an active strategy to stimulate discussion---rather than ask a question and wait and no one answers; amount of interactions between the presenters and the audience is another indicator; innovative techniques like role play and skits should be rewarded; good graphic presentations should be regarded as helping the audience stay attentive and given recognition; others.

An Example of Acceptable Idea Contributed by a Member of the Audience to Help the Presentation Team (Worth One Mark)

“The management of Liu’s case was both legally and morally wrong. Chinese law prohibits employers from firing workers while they are receiving medical treatment. Article 42 was adopted at the 28th Session of the Standing Committee of the 10th National People’s Congress on June 29, 2007. It was effective as of January 1, 2008. This meant that Bowen College terminated the labour contract with Liu disregarding the law. Looking at the moral aspect, shortly after Liu was let go, she filed a lawsuit against the university, arguing that she had been wrongfully dismissed. The court sided with Liu, ordering Lanzhou Jiaotong to restore her employment, but the school did not comply, choosing instead to appeal the decision. That showed the lacked humanity. The solution offered by Bowen College raised doubts too. Faced with a public outcry, the college suspended Jiang Xueyun, head of human resources, for “errors” when dealing with Liu’s case. However, Jiang was unlikely to have acted without the direct college president Chen Ling. The suspension was a way to appease the public without getting to the root of the problem. http://www.chinadaily.com.cn/china/2014-05/13/content_17503812.htm”