



Centre adscrit



UNIVERSITAT DE
BARCELONA

SYLLABUS

Master in Hotel management and Hospitality

Code - Course	580002 – Human Resources and Organization management		
Course year	1	Credits	3 ECST
Thematic Area	Business administration and management	Course type	Compulsory
In-class hours	21 hours	Hours of individual work	54 hores

BRIEF COURSE DESCRIPTION

In tourism companies, due to their specific characteristics, the development of interpersonal relationships is very important. Core staff connects with the clients in a direct and in a special way. Therefore, people with different needs should relate to cohesive groups in order to achieve goals for the common good. That is why managers have to master the basic leadership and management skills which allow them to connect with other staff in the company as well as with the clientele in a proper and efficient way.

Tourism companies' management requires many different skills but two are especially important: a prompt decision-making skill when facing uncommon problems, and the skill to make proposals and convince others of complex and sometimes intangible concepts. These skills are only acquired by means of training and a strategic analysis, both the two components students will see in this course unit.

BASIC SKILLS

BS8- Students should be able to integrate knowledge and meet the challenge posed by the complexity of formulating judgments based on information which, despite being incomplete or emulated, allows for the inclusion of reflections on the social and ethical responsibilities related to the application of their knowledge and judgment.

BS9- Students should be able to clearly and unambiguously communicate their conclusions as well as the knowledge and ultimate reasons supporting them to both specialized and non-specialized audiences.

GENERAL SKILLS



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GS2 – Teamwork.

GS4 – Exercise leadership.

SPECIFIC SKILLS

SS3 – Adapt the management style to the different context and situation of the companies.

ACADEMIC CONTENT

1. Management competence: leadership.
2. Management competence: motivation.
3. Management competence: management tools.
4. Cross cultural management: management of cultural diversity.
5. Development of personal and professional skills: emotional intelligence.
6. Development of personal and professional skills: communicative skills.
7. Development of personal and professional skills: conflict negotiation.

LEARNING METHODOLOGY

The learning methodology is focused on presentations of concepts based on practical cases, group discussions and activities. Some content will be worked by means of “Outdoor Training” which will be carried out as a group activity where different practical tasks linked to the theoretical concepts seen in class will be done.

ASSESSMENT SYSTEM

The evaluation process determines the degree of a student’s achieved learning with regards to the competencies of the course in hand.



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Students are able to request to be evaluated via a system of continuous assessment along the academic year or a single assessment at the end of the established period of time.

Continuous Assessment consists of the evaluation of the teaching-learning process based on the continuous monitoring of the student's performance through the acquired comprehension, coursework and exams. Attending a minimum of 80% of the classes is required to follow this system.

Single Assessment consists in the evaluation of the student's learning administered at the end of the established period of time. This system of evaluation is available for all students that provide appropriate proof of their inability to regularly attend class. This assessment is determined based on the learning evidences proven through this evaluation.

Evaluation systems	Continuous	Single
Student tasks	60 %	40%
Final written exam	40 %	60 %

Review and Reassessment of the Course

The student has the right to review all the evidences that have been designed for the assessment of learning.

If a student fails to achieve the learning objectives of the course, in order to opt for the reassessment of the course and submit a new reassessment task, it will be mandatory to fulfil one of these conditions:

A) Students must have been awarded a mean grade of 5.0 or higher in relation to the activities carried out throughout the semester without taking into account the final exam/s (both continuous assessment and single assessment) and having attended the final exam.



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B) Students must have been awarded a final minimum grade of 4.0 in the overall course.

REFERENCES

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