

Academic Year: ( 2018 / 2019 )

Review date: 02-06-2018

Department assigned to the subject: Business Administration Department

Coordinating teacher: ZARRAGA OBERTY, CELIA MARIA

Type: Compulsory ECTS Credits : 3.0

Year : 1 Semester : 2

## REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

Students must attend the parallel classes within the Master's Programme in Human Resources Management.

## OBJECTIVES

After successful completion of the course, the student should be able to:

- Take culture, motivation, leadership and other human factors into account when managing people.
- Manage, coach, and develop individual and group talent across national borders.
- Diagnose and act on performance gaps.
- Provide effective, culturally sensitive, and transformational leadership.
- Manage negotiations, power disputes, and conflict resolution.

## DESCRIPTION OF CONTENTS: PROGRAMME

This course intends to provide insights and experiential learning related to the explanation, prediction, and management of human behavior in organizations. In line with this practical orientation, theories, case studies, exercises, and applications are embedded within each class period. Theory and applications will be illustrated in a variety of contexts, with a special focus on culturally diverse settings in the global economy. Class sessions have carefully been planned to offer a fast-paced learning environment that combines lecture, simulations, group discussion, experiential exercises, and multi-media.

## LEARNING ACTIVITIES AND METHODOLOGY

The course will be based on some theoretical lectures, the analysis of real business cases, reading of articles and other bibliography recommended by the professor and the discussion and sharing of ideas. Students will need to read the assigned cases and readings before each class.

Student attendance to class and participation in discussions is crucial. They should create opportunities to derive value from the class while making informed contributions to class learning. There are different ways of doing this: responding to questions, supplementing or challenging others' comments, raising the level of discourse through probing, and asking the right question that illuminates the concept/issues under investigation.

## ASSESSMENT SYSTEM

Students will be evaluated based on the following criteria:

### ORDINARY CALL

- Class participation (25%)
- Self-development plan (25%)
- Group Project (25%)
- Final Exam (25%)

### EXTRAORDINARY CALL

- Alternative 1.
- Class participation (25%)

Self-development plan (25%)  
Group Project (25%)  
Final Exam (25%)

Alternative 2.  
Final Exam (100%)

Students can choose the alternative that benefits them the most.

<b>% end-of-term-examination:</b>	25
<b>% of continuous assessment (assignments, laboratory, practicals...):</b>	75

#### BASIC BIBLIOGRAPHY

- Coloquitt, Lepine & Wesson Organizational Behavior. Improving performance and commitment in the workplace, McGraw-Hill, 2011
- Jones, G.R and George, J.M. Essentials of Contemporary Management, McGraw-hill , 2011 (4th Ed.)