

68855 - Communication skills applied to team management

Syllabus Information

Academic year: 2023/24

Subject: 68855 - Communication skills applied to team management

Faculty / School: 108 - Facultad de Ciencias Sociales y del Trabajo

Degree: 632 - Master's Degree in Strategic Human Resources Management

ECTS: 6.0

Year: 1

Semester: Second semester

Subject type: Compulsory

Module:

1. General information

This subject focuses on three key contents for human resources management: communication, work teams and leadership. This subject helps the student to be able to communicate effectively, both individually and in groups, within an organization; identify what characterizes a work team, how it works and what elements can influence its success; recognize the main group phenomena that can occur within a team and how to deal with them; and exercise leadership within a team, including decision making and conflict resolution within it.

These approaches and objectives are aligned with the Sustainable Development Goals (SDGs) of the United Nations Agenda 2030 (<https://www.un.org/sustainabledevelopment/es/>), such that the acquisition of the learning results of the subject will contribute to some extent to the achievement of Goals 3 (Health and Well-being), 5 (Gender Equality) and 8 (Decent Work and Economic Growth).

2. Learning results

- To communicate information effectively within the organization at all levels (individual, group, organizational).
- To effectively deploy diverse social skills in organizational contexts.
- To supervise and effectively lead work teams.
- To identify and apply different leadership models.

3. Syllabus

1. Communication.
2. Work teams.
3. Leadership.

4. Academic activities

The subject has 6 ECTS, which implies 150 hours of student work distributed into face-to-face hours (40%) and non-face-to-face hours (60%). It includes the following academic activities:

Master classes (T1): 30 hours

Theoretical-practical sessions in which the contents of the subject will be explained, distributed into 12 face-to-face hours and 18 non-face-to-face hours.

Problem solving and case studies (T2): 30 hours

Sessions to solve practical cases, readings and exercises proposed by the faculty. It includes 12 classroom hours and 18 non-classroom hours. It also includes seminars, workshops and/or lectures by external experts.

Study and autonomous work of the student (T7): 87 hours

Reading, understanding and study of the material taught in class and included in ADD-Moodle (Anillo Digital Docente) (non-classroom); preparation and completion of individual and/or group work where students apply the acquired skills and reflect on a document or presentation addressed to the teachers of the corresponding module.

Assessment tests (T8): 3 hours

Exams and other assessment activities.

5. Assessment system

The subject can be taken in **continuous or single assessment** mode.

In the **continuous assessment** the evaluation will be based on the following criteria:

- **Theory (50% final grade):** completion of an objective test (multiple-choice) of 30 questions with 3 alternative answers, of which only one is correct. The random correction formula will be applied (two failures subtract one success). A minimum grade of 4 points out of 10 must be obtained in this test to average with the rest of the grades.
- **Practical (40% final grade):** the practical case or cases established by the teacher must be completed and submitted on the indicated dates. A minimum grade of 4 points out of 10 must be obtained in this test to average with the rest of the grades.
- **Participation (10% final grade):** active participation of the student in face-to-face and non-face-to-face activities, including the final lecture of the subject, by means of interventions, consultations, contribution of experiences, etc.

¹To benefit from the continuous assessment system, it is necessary that the student attends at least 80% of the face-to-face sessions and the final lecture of the subject. Otherwise, the student will automatically pass to the single assessment mode.

The **single assessment** will be evaluated according to the following criteria:

- **Theory (50% final grade):** completion of an objective test (multiple-choice) of 30 questions with 3 alternative answers, of which only one is correct. The random correction formula will be applied (two failures subtract one success). A minimum grade of 4 points out of 10 must be obtained in this test to average with the rest of the grades.
- **Practical (50% final grade):** an exam with open-ended questions of a practical or applied nature. A minimum grade of 4 points out of 10 must be obtained in this test in order to average with the theoretical part.

The assessment tests, both continuous and single, will be carried out on the official dates approved by the Master's Quality Assurance Committee.

The results obtained will be graded according to the current regulations of the University of Zaragoza, with a numerical scale from 0 to 10, with one decimal place, to which the corresponding qualitative grade may be added.