

People Management Tools

Code: 43167
ECTS Credits: 6

Degree	Type	Year	Semester
4313788 Management of Human Resources in Organizations	OB	0	2

Contact

Name: Susana Pallarés Parejo
Email: Susana.Pallares@uab.cat

Use of Languages

Principal working language: spanish (spa)

Teachers

Susana Pallarés Parejo
Ingeborg Porcar Becker
Cesar Fernandez Gonzalez
Irene Carracedo Gil

External teachers

Pere Portero

Prerequisites

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Prerequisites are not requested.

Objectives and Contextualisation

This module aims to provide the student with knowledge based on practical and experiential learning of the main HR management tools, placing emphasis on relational skills.

By the end of the module students will be able to put negotiation, interviewing and presentation techniques into practice, recognising their skills and weaknesses in each of the communication fields.

- Learn about their own style, strengths and weaknesses when facing distinct communicational situations.
- Identify the demands and characteristics of the various communicational scenarios associated with human resource management.
- Design and give various types of presentations.
- Put the negotiation strategies which have been acquired in the development of the corresponding module into practice.
- Identify key elements to resolve crises in organisations.

Competences

- Continue the learning process, to a large extent autonomously
- Present proposals, reports and results effectively to different types of interlocutor.
- Provide technical advice on human resources matters for different areas of an organisation.
- Reflect critically on one's own performance, identifying strong points and areas for improvement.

Learning Outcomes

1. Adapt spoken communication and gestures to different interlocutors.
2. Communicate effectively with interlocutors who vary in their forms of expression.
3. Identify opportunities to acquire or improve critical skills in human resources management.
4. Identify strong and weak points in handling basic human resources tools and techniques.
5. Seek out important feedback to improve one's own performance.

Content

Content

1- Public Speaking

- 1.1. Self-control. Definition, functions and learning methodology
- 1.2. Communication. Definition, functions and learning methodology
- 1.3. Coping techniques

2- The Interview

- 2.1. Communication: role of human resources
- 2.2. Communication style
- 2.3. Carrying out different types of interviews
- 2.4. Self-evaluation

3- Participatory decision-making: the Meetings

- 3.1. Preparation of the meeting
- 3.2. How to lead the meeting
- 3.3. Following up on the meeting

4- Negotiation and Conflict Resolution

- 4.1. Experience-based negotiation process
- 4.1. Analysis and identification: key concepts, self-evaluation

5- Crisis and Mediation (Actions in critical situations)

- 5.1. Introduction
- 5.2. Psychological first aid in organisations
- 5.3. How to communicate in highly emotional situations

5.4. Preventing adverse consequences in crisis situations

Methodology

Methodology

The teaching methodology used for this module will be varied, combining explanations and presentations of the content with praxis taking place in the classroom.

Training activities:

Master classes where you will develop the most relevant concepts in the module.

Practice using the main HR management tools, analysing and reflecting on the abilities required and their development.

Role playing, debates, simulations and cases to contextualise the content learnt in the classroom, in laboratory mode with the students using the tools.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Classroom discussions	4	0.16	5
Collaborative teaching sessions	8	0.32	2
Group practices	24	0.96	1, 5, 2
Master class sessions	8	0.32	3
Type: Supervised			
Group Tutors	15	0.6	5
Virtual monitoring of the project and activities	20	0.8	5, 4
Type: Autonomous			
Activity development	41	1.64	1
Searching for information	30	1.2	3

Assessment

The evaluation of each assignment will be linked to the student's learning process throughout the module.

Students who fail to reach the established criteria to pass the module and those who have been evaluated in a set of activities with a weighting of two-thirds of the total score for the module may retake it.

The minimum mark to retake the module is 3.5.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Assignment 1: Public Speaking	25%	0	0	1, 5, 2
Assignment 2: Interview Skills	25%	0	0	1, 5, 2, 4
Assignment 3: Negotiation and Conflict Resolution	25%	0	0	5, 4, 3
Assignment 4: Crisis and Mediation	25%	0	0	4, 3

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