



IDENTIFYING DATA

(*)Habilidades directivas

Subject	(*)Habilidades directivas			
Code	V55G020V01934			
Study programme	(*)Grao en Administración e Dirección de Empresas			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	6	Mandatory	3rd	2nd
Teaching language	English			
Department				
Coordinator	Conde Borrajo, Ana			
Lecturers	Conde Borrajo, Ana			
E-mail	aconde@escueladenegociosncg.edu			
Web				
General description	This module is taught in English, therefore it is essential that students accredit a B2 level of English.			

Competencies

Code	
A3	(*)Posuír e comprender coñecementos sobre os aspectos internos, funcións e procesos das organizacións incluíndo a súa natureza, estrutura, goberno, operativa e dirección.
A7	(*)Posuír e comprender coñecementos sobre as principais técnicas instrumentais aplicadas ao ámbito empresarial
A8	(*)Aplicar os coñecementos adquiridos a futuras situacións profesionais e desenvolver competencias relacionadas coa elaboración e defensa de argumentos e resolución de problemas dentro da súa área de estudo
A10	(*)Valorar, a partir dos rexistros relevantes de información, a situación e previsible evolución dunha empresa
A12	(*)Solucionar de maneira eficaz problemas e tomar decisións utilizando métodos cuantitativos e cualitativos apropiados, incluíndo entre eles a identificación, formulación e solución dos problemas empresariais
A13	(*)Mobilidade e adaptabilidade a entornos e situacións diferentes
A16	(*)Habilidades na procura, identificación e interpretación de fontes de información económica relevante
B1	(*)Capacidade de análise e síntese
B2	(*)Pensamento crítico e autocrítico
B3	(*)Habilidades relacionadas co uso de aplicacións informáticas utilizadas na xestión empresarial
B4	(*)Poder transmitir ideas, información, problemas e situacións ao público tanto especializado como non especializado
B5	(*)Habilidades de comunicación oral e escrita
B6	(*)Habilidades de comunicación a través de Internet e, dominio de ferramentas multimedia para a comunicación a distancia
B7	(*)Ler e comunicarse en inglés como lingua estranxeira
B8	(*)Comunicarse con fluidez no seu entorno, incluíndo competencias interpersoais de escoita activa, negociación, persuasión e presentación
B9	(*)Capacidade de actuación eficaz dentro dun equipo de traballo
B10	(*)Emitir informes de asesoramento sobre situacións concretas de empresas e mercados
B13	(*)Capacidade de aprendizaxe e traballo autónomo
B14	(*)Capacidade de aplicar os coñecementos teóricos e prácticos adquiridos nun contexto académico especializado
B15	(*)Xestión persoal efectiva en termos de tempo, planificación e comportamento, motivación e iniciativa tanto individual como empresarial
B16	(*)Capacidade de lideranza, incluíndo empatía co resto de persoas
B17	(*)Responsabilidade e capacidade para asumir compromisos
B18	(*)Compromiso ético no traballo
B19	(*)Motivación pola calidade e mellora continua

Learning aims

Expected results from this subject	Training and Learning Results	
To communicate effectively to business-type audiences..	A7 A8 A16	B1 B2 B4 B5 B7 B8 B9 B13 B14 B15
To improve students' presentation skills by helping them to organise their points, keep their audience's attention and to answer questions.	A3 A10 A13 A16	B1 B2 B3 B4 B5 B7 B8 B9 B10 B13 B14 B15 B16 B17 B18 B19
To give students practice in writing business communications and in dealing with business calls and letters that arise from international transactions.	A12	B1 B4 B5 B6 B7 B8 B13 B17 B18 B19

Contents

Topic

1. PRESENTATIONS	1.1 Presentation Skills 1.2 Presenting yourself and others 1.3 Presenting a company's activities and organisation 1.4 Describing results and trends 1.5 Comparing options
2. BUSINESS COMMUNICATIONS	2.1 Sales 2.2 Orders 2.3 Enquiries 2.4 Complaints 2.5 Reclaiming unpaid bills 2.6 Paying bills

Planning

	Class hours	Hours outside the classroom	Total hours
Presentations / exhibitions	5	25	30
Troubleshooting and / or exercises	25	17	42
Master Session	24	36	60
Long answer tests and development	3	0	3
Practical tests, real task execution and / or simulated.	3	12	15

*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies

Description

Presentations / exhibitions	Students will carry out presentations, with the aim of improving their presentations, incorporating the skills and knowledge acquired in class.
Troubleshooting and / or exercises	Students will carry out exercises in class that will be corrected. These exercises can be listenings, writings or speaking, with the aim of putting into practice the vocabulary taught in class. Students have to participate actively in class.
Master Session	The teacher transmits the module contents. Guidelines will be given for coursework and class exercises.

Personalized attention

Methodologies	Description
Master Session	Interviews with the teacher in order to receive advice on aspects related to the module.
Presentations / exhibitions	Interviews with the teacher in order to receive advice on aspects related to the module.
Troubleshooting and / or exercises	Interviews with the teacher in order to receive advice on aspects related to the module.

Assessment

	Description	Qualification
Presentations / exhibitions	Presentations.	15
Troubleshooting and / or exercises	Classwork.	15
Long answer tests and development	Final examination	60
Practical tests, real task execution and / or simulated.	Class tests.	10

Other comments on the Evaluation

Plagiarism will be severely penalised.

Coursework will not be accepted after the deadline. This also applies to presentation dates.

Class attendance is an essential component of continuous assessment, therefore attendance is compulsory. ALL absences will be taken into account, even if certificates or other evidence have been handed in.

The penalties for non attendance will be as follows:

- Non attendance of more than 6 hours of class hours will be penalised by reducing the continuous assessment mark by one third.
- Non attendance of more than 12 hours of class hours will be penalised by reducing the continuous assessment mark by two thirds.
- Non attendance of more than 18 hours of class hours will be penalised by being awarded a zero mark for their continuous assessment mark.

The grade obtained in the continuous assessment mark will be maintained in the resit exam during academic session 2013-14.

Final exams are corrected using "blind marking".

Sources of information

MURPHY, R., **English Grammar in Use**, 4th edition, 2012,
 SWAN, M., **Practical English Usage**, 3rd edition, 2005,
 HOLLETT, V., **Business Opportunities**, 1994,
 FORSYTH, P., **How to Write Reports and Proposals**, 2nd edition, 2010,
 THEOBALD, T., **Develop your Presentation Skills**, 2011,
 ASHLEY, A., **Oxford Handbook of Commercial Correspondence**, 2003,
 NATEROP, B.J. and REVELL, R., **Telephoning in English**, 3rd edition, 2004,
 TAYLOR, S., **Model Business Letters, E-mails and Other Business Documents**, 7th edition, 2012,

Recommendations

Other comments

Students must certify at least a B2 level of English in order to enrol on this module.

Class attendance is compulsory. Non-attendance will be penalised.

"blind marking" is used to correct the final exams.
