Universida_{de}Vigo

IDENTIFYING DATA

Management Skills

Subject	Management Skills
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	ana.conde@ieside.edu
Web	http://www.ieside.edu
General description	This module is taught in English, therefore it is essential that students accredit a B2 level of English.

Competencies

Code	
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	
B12	(*)Desenvolver as habilidades de aprendizaxe necesarias para emprender estudos posteriores cun alto grao de autonomía
B13	(*)Capacidade de aprendizaxe e traballo autónomo
B14	(*)Capacidade de aplicar os coñecementos teóricos e prácticos adquiridos nun contexto académico especializado
C5	(*)Posuír e comprender coñecementos sobre a relación entre a empresa e o seu entorno avaliando a súa repercusión na estratexia, comportamento, xestión e sustentabilidade empresarial
C7	(*)Posuír e comprender coñecementos sobre as principais técnicas instrumentais aplicadas ao ámbito empresarial
C8	(*)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
C13	(*)Mobilidade e adaptabilidade a entornos e situacións diferentes
C15	(*)Ter a capacidade de reunir e interpretar datos relevantes para emitir xuízos que inclúan unha reflexión sobre temas relevantes de índole social, científica ou ética
C16	(*)Habilidades na procura, identificación e interpretación de fontes de información económica relevante
D1	(*)Xestión persoal efectiva en termos de tempo, planificación e comportamento, motivación e iniciativa tanto individual como empresarial
D2	(*)Capacidade de lideranza, incluíndo empatía co resto de persoas
D3	(*)Responsabilidade e capacidade para asumir compromisos
D4	(*)Compromiso ético no traballo
D5	(*)Motivación pola calidade e mellora continua

Learning outcomes

Expected results from this subject	Training and Learning Results

Ability to understand and use commercial correspondence in English.	B1 B4 B5 B6 B7 B8 B13	C8	D1 D2 D3 D4 D5
Capacity to undertake efficient presentations in English.	B1 B2 B3 B4 B5 B7 B8 B12 B13 B14	C5 C7 C8 C13 C15 C16	D1 D2 D3 D5
Ability to use specific Business English vocabulary.	B7 B13 B14	C5 C7	
Be able to write business reports in English.	B1 B2 B3 B4 B5 B7 B9 B12 B13 B14	C5 C7 C8 C13 C15 C16	D1 D4 D5

Contents

Topic	
1. PRESENTATIONS & BUSINESS REPORTS	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 Enquiries 2.3 Orders 2.4 Complaints 2.5 Reclaiming unpaid bils 2.6 Paying bills

Planning

	Class hours	Hours outside the classroom	Total hours
Presentations / exhibitions	5	25	30
Troubleshooting and / or exercises	23	37	60
Master Session	24	36	60

*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

			Interviews with the teacher in order to receive advice on aspects related to the module.
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	Training and Learning Results		
Presentations / exhibitions	Presentations.	20	B1 B2 B3 B4 B5 B7 B8 B13	C13 C15	D1 D2 D3 D4 D5
Troubleshooting and / or exercisesClasswork.		20	B1 B2 B3 B4 B5 B6 B7 B9 B13	C5 C7 C13 C15 C16	D1 D3 D4 D5
Master Session	Final exam	60	B1 B5 B7 B12 B13 B14	C8	D5

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 compulsory. All absences, including those for which some type of evidence has been produced, will be taken into account when calculating the penalties applicable for non-attendance.

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 2017/18.

Final exams are corrected using "blind marking".

The time and dates for exams for academic session 2017/18 will be determined by the Board of Studies of IESIDE.

In case of differences, the dates and times published on the web page will prevail.

Sources of information
Basic Bibliography
Complementary Bibliography
MURPHY, R., **English Grammar in Use**, 4th edition, Cambridge University Press, 2012

SWAN, M., **Practical English Usage**, 3rd edition, Oxford University Press, 2005

FORSYTH, P., **How to Write Reports and Proposals**, 2nd edition, Kogan Page, 2016

THEOBALD, T., **Develop your Presentation Skills**, Kogan Page, 2016

ASHLEY, A., **Oxford Handbook of Commercial Correspondence**, Oxford University Press, 2003

NATEROP, B.J. and REVELL, R., **Telephoning in English**, 3rd edition, Cambridge University Press, 2004

TAYLOR, S., **Model Business Letters, E-mails and Other Business Documents**, 7th edition, Financial Times - Prentice Hall, 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.

This module outline has been written in English. In case of differences between the different language versions, the version in English will prevail.

VERY IMPORTANT: IESIDE will send all its communications to students to the students☐ IESIDE account, therefore this account should be checked on a daily basis. Students will not be able to allege lack of knowledge regarding any of these communications.