IDENTIFYING DATA
Managerial skills in public administrations

Subject	Managerial skills in public administrations
Code	P04G091V01503
Study programme	Grado en Dirección y Gestión Pública

Descriptors	ECTS Credits	Choose	Year	Quadmester
	6	Mandatory	3rd	1st

Teaching language	#EnglishFriendly Spanish Galician
Department	
Coordinator	García-Pintos Escuder, Adela
Lecturers	García-Pintos Escuder, Adela
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General description	This matter centres in the necessary managerial skills for the professional improvement of the student , through the practical experience, in the development of managerial competitions and delegation, work in team, creativity, negotiation, management of the time and other appearances that directly in the efficiency and efficiency of current work and future of the student. English Friendly subject: International students may request from the teachers: a) materials and bibliographic references in English, b) tutoring sessions in English, c) exams and assessments in English

Skills

Code	
A2	Students know how to apply their knowledge to their work or vocation in a professional manner and possess the skills that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study.
A3	Students have the ability to gather and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical issues.
A4	Students can transmit information, ideas, problems and solutions to a specialized and non-specialized audience.
A5	Students develop those skills of necessary learning to undertake back studies with a high degree of autonomy.
B3	Listening and reading comprehension skills and oral and written communication skills.
B7	Skills for the management of interpersonal conflicts and orientation towards mediation and negotiation.
B9	To be able to recognize and implement sound practices arising from processes and actions as a basis for innovation and creativity.
C22	To understand the basic characteristics of management and human relations skills.
D6	Commitment to striving for quality and continuous improvement and innovation.
D7	Commitment to striving for quality and continuous improvement and innovation.
D8	Capacity to cooperate teamwork and open to different points of view and opinions
D10	Leadership skills (readiness to take on responsibilities) and ability to delegate responsibilities when dealing with workgroups.

Learning outcomes

Expected results from this subject	Training and Learning Results
Students know how to apply their knowledge to their work or vocation in a professional manner and possess the skills that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study.	A2
Students have the ability to gather and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical issues.	A3

Students can transmit information, ideas, problems and solutions to a specialized and non-specialized audience.	A4
Students develop those skills of necessary learning to undertake back studies with a high degree of autonomy.	A5
Listening and reading comprehension skills and oral and written communication skills.	B3
Skills for the management of interpersonal conflicts and orientation towards mediation and negotiation.	B7
To be able to recognize and implement sound practices arising from processes and actions as a basis for innovation and creativity.	B9
To understand the basic characteristics of management and human relations skills.	C22
Commitment to striving for quality and continuous improvement and innovation.	D6
Commitment to striving for quality and continuous improvement and innovation.	D7
Capacity to cooperate teamwork and open to different points of view and opinions.	D8
Leadership skills (readiness to take on responsibilities) and ability to delegate responsibilities when dealing with workgroups.	D10

Contents

Topic

Topic	
1. TEAMWORK	1.1. Importance of the teamwork in the organisations 1.2 Advantages and problems of the teamwork 1.3. Technicians of teamwork 1.4. The direction of teams
2. DIRECTION AND LEADERSHIP	2.1. Direction and management vs. leadership 2.2. Models of leadership 2.3. Delegation and evaluation.
3. TIME MANAGEMENT	3.1. Advantages of the efficient of time management 3.2 Causes of the bad time management (thieves of the time) 3.3. Technicians of time management: individual and in team 3.4. Tools of planning
4. CREATIVITY, INNOVATION AND DECISION MAKING	4.1. Technicians of creativity 4.2. Application to the organisational innovation, structural and relaTional in the organisations 4.3. Decision making and problems solution
5. NEGOTIATION	5.1. Importance of the negotiation 5.2. Negotiation and management of the conflict: intership 5.3. Types of conflict and strategies of negotiation 5.4. The process of negotiation (preparation, development and closing) 5.5. Skills of communication for the negotiation: asertivity
6. PROFESSIONAL DEVELOPMENT	6.1. Selection of personnel 6.2. Psychotechnical proofs 6.3. CV

Planning

	Class hours	Hours outside the classroom	Total hours
Lecturing	33	0	33
Problem solving	12	105	117

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

Methodologies

	Description
Lecturing	Exhibition by part of the professor of the contents on the matter object of study. It will do of face-to-face form, through the platform Moovi and/or through the Remote Campus.
Problem solving	Students will develop distinct tasks under the guidelines and supervision of the professor. The follow-up will do in the classroom (if it is possible), through the platform Moovi and through the Remote Campus.

Personalized assistance

Methodologies	Description
Lecturing	Personalized attention will make preferably by telematic means (email, campus remoto, forums of doubts in Moovi). If a student wants, as possible, it can be presencially. They will be indicated at the beginning of course the concrete forms of communication as well as the schedules.

Problem solving Personalized attention will make preferably by telematic means (email, campus remoto, forums of doubts in Moovi). If a student wants, as possible, it can be presencially. They will be indicated at the beginning of course the concrete forms of communication as well as the schedules.

Assessment

	Description	Qualification	Training and Learning Results			
Problem solving	Carrying out the different activities proposed (individually and / or in groups) by the professors in each of the topics. The delivery will be made through the Moovi.	100	A2 A3 A4 A5	B3 B7 B9	C22	D6 D7 D8 D10

Other comments on the Evaluation

Sources of information

Basic Bibliography

Complementary Bibliography

Alonso Puig M., **Vivir es un asunto urgente.**, 978-84-0309926-5, AGUILAR, 2008

Alonso Puig M., **Madera de Líder.**, 978-84-95787-63-7, EMPRESA ACTIVA, 2012

Bercoff, Maurice, **El arte de la negociación: el método Harvard en 10 preguntas**, 84-234-2323-9, Deusto, 2005

Castanyer O., **¿Por qué no logro ser asertivo?**, 978-84-330-1582-2, DESCLEE DE BROUWER, 2001

Costa, Mercedes, **Negociar para CON-vencer.**, 84-481-2998-9, Gestión 2000, 2004

García del Junco, Julio, **Habilidades directivas**, 978-84-368-3718-6, Pirámide, 2017

Harvard Business School Press, **Presentaciones que persuaden y motivan.**, 84-8088-714-1, Gestión 2000, 2004

Pattakos A., **En busca del sentido, los principios de Viktor Frankl aplicados al mundo del trabajo.**, 84-493-1789-4, PAIDOS IBERICA, 2005

Pease, A, **El arte de negociar y persuadir**, 978-84-9735-351-9, Amat Editorial., 2009

Sánchez Gómez, Roberto, **Gestión de empresas y habilidades directivas**, 978-84-9148-075-4, Dykinson, 2017

Varela, E. (Dir.), **Manual de Xestión de Persoas e equipos de traballo nas organizacións públicas. Unha visión para a Xunta de Galicia.**, EGAP, 2009

Velilla, R., **El poder de las Presentaciones Efectivas: Guía práctica de comunicación oral para directivos.**, 84-8088-788-5, Gestión 2000, 2002

VV. AA., **Harvard Business Review Manager's Handbook: The 17 Skills Leaders Need to**, 978-1633692114, Harvard Business Review, 2017

Recommendations

Contingency plan

Description

=== SCHEDULED EXCEPTIONAL MEASURES ==
Due to the uncertain and unpredictable evolution of the sanitary alert caused by the COVID- 19, the University will trigger extraordinary measures when the authorities and the institution determine so. These measures attend security, health, and responsibility criteria and guarantee the teaching in a non entirely on-site environment. These already scheduled measures ensure, at the prescriptive moment, a more flexible and effective educational development when being known beforehand by students and readers through the teaching normalized and institutionalized tool DOCNET.

=== METHODOLOGY ADAPTATION ===
No modifications in the teaching methodology are expected, except the online provision of the theoretical contents.

Electronic mail and remote campus will provide students' online attention mechanisms (tutoring) during the scheduled time.

=== EVALUATION ADAPTATION ===
No modifications are scheduled in the evaluation methods, apart from the possibility that any of the evaluation tasks may be required to be off-site.