IDENTIFYING DATA
Management Skills

Subject	Management Skills
Code	V55G020V01934
Study programme	Grado en Administración y Dirección de Empresas

Descriptors	ECTS Credits		Choose	Year	Quadmester
	6		Mandatory	3rd	2nd

Teaching language	English
Department	
Coordinator	Heasman , Jeffrey Alan George
Lecturers	Heasman , Jeffrey Alan George
E-mail	jeffrey.heasman@ieside.com
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.

Training and Learning Results

Code	
B1	Analysis and synthesis skills.
B2	Critical and self-critical thinking.
B3	Ability to use computer applications for purposes of corporate management.
B4	To be able to convey information, ideas, problems and solutions both to specialist and non-specialist audiences.
B5	Oral and written communication skills.
B6	Communication through the Internet and, more generally, use of multimedia tools for remote communication.
B7	To be able to read and communicate in English as a foreign language.
B8	To be able to communicate fluently with people, including interpersonal skills for active listening, negotiation, persuasion and presentation.
B9	Ability to work efficiently in a work team.
B12	Students will acquire the learning skills that are required to pursue further studies with a high degree of independence.
B13	Ability to learn and work independently.
B14	Ability to apply the theoretical and practical knowledge acquired in a specialized academic context.
C5	To be familiar with the relationship between corporations and their milieu, assessing its repercussions on corporate strategy, behavior, management and sustainability.
C7	To be familiar with the main instrumental techniques used in the corporate world.
C8	To apply the knowledge acquired to professional situations in the future and acquire competencies linked to the development and defense of arguments and the resolution of problems within their area of study.
C13	Mobility and adaptability to different contexts and situations.
C15	To possess the ability to gather and interpret relevant data to give informed opinions based on reflection on relevant social, scientific or ethical issues.
C16	Ability to search for, identify and interpret sources of information.
D1	Effective management of one s personal resources in terms of time, planning and performance, motivation and initiative both at individual and corporate levels.
D2	Leadership skills, including empathic attitude with others.
D3	Responsibility and willingness to make commitments.
D4	Commitment to abide by ethical values at work.
D5	Striving for quality and continuous improvement.

Expected results from this subject

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	
Ability 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 a company's activities and organisation 1.3 Describing results and trends 1.4 Comparing options
2. BUSINESS COMMUNICATIONS	2.1 Sales 2.2 Making enquiries 2.3 Placing orders 2.4 Making complaints 2.5 Reclaiming unpaid bills 2.6 Paying bills

Planning

	Class hours	Hours outside the classroom	Total hours
Presentation	6	20	26
Problem solving	27	37	64
Lecturing	20	40	60

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

Methodologies

	Description
Presentation	Students will carry out presentations, with the aim of improving their presentations, incorporating the skills and knowledge acquired in class.
Problem solving	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.
Lecturing	The teacher transmits the module contents. Guidelines will be given for coursework and class exercises.

Personalized assistance

Methodologies	Description
Lecturing	Interviews with the teacher in order to receive advice on aspects related to the module.

	Description	Qualification	Training and Learning Results			
Presentation	Presentations.	20		B1 B2 B3 B4 B5 B7 B8 B13	C13 C15	D1 D2 D3 D4 D5
Problem solving	Classwork.	20		B1 B2 B3 B4 B5 B6 B7 B9 B13	C5 C7 C13 C15 C16	D1 D3 D4 D5
Lecturing	Final exam	60		B1 B5 B7 B12 B13 B14	C8	D5

Assessment

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 2022/2023. Final exams are corrected using "blind marking".

The time and dates for exams for academic session 2022/2023 will be determined by the Board of Studies of IESIDE.

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

Sources of information
Basic Bibliography
Complementary Bibliography

MURPHY, R., **English Grammar in Use**, 5th edition, Cambridge University Press, 2019

SWAN, M., **Practical English Usage**, 4th edition, Oxford University Press, 2016

FORSYTH, P., **How to Write Reports and Proposals**, 5th edition, Kogan Page, 2019

THEOBALD, T., **Develop your Presentation Skills**, 4th edition, Kogan Page, 2019

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.