



Academic Year 2019-2020
Syllabus
Effective skills and behaviors at work
CFU 6
Prof. K-K Meyer-Ross and Prof. Paola Mascaro

Course Description

The course is divided into two modules (and two classes, in order to ensure appropriate class dynamics):

- **First Module**, Effective skills and behaviors at work – Interpersonal Skills within an International Context in Theory and Practice, Prof. Kathy Meyer-Ross, 3 CFU
- **Second Module**, **Effective skills and behaviors at work – Problem Solving and Analysis, Conflict Management, Time Management in a global professional environment**, Prof. Paola Mascaro, 3 CFU

First Module: Prof. K-K Meyer-Ross

Effective skills and behaviors at work – interpersonal skills within an international context in theory and practice

This module aims to strengthen each student’s inter-cultural communication skills and so will focus on their interpersonal skills and, if appropriate, strategic thinking. Students will learn about adaptability and flexibility at work and strengthen their own emotional intelligence, as well as learn how to interact professionally, lead a team, communicate within an international team context and apply work ethics.

Teaching Method

In this module ppt-lectures will introduce the topics and students are expected to strive to deepen and strengthen their knowledge through group-work. Videos and handouts help give a wider understanding and role-play simulations are a key part of this module. For a final project, students will prepare and defend a scientific poster.

Schedule of Possible Topics (depending upon the needs of the class and students)

Day	Subject	Assignment
Tue 24 Sep 2019	Emotional intelligence in theory and practice	500 words: case, example /reflection
Wed 25 Sep	More emotional intelligence: Humble Inquiry The other way of asking	Photo of HI-poster for portfolio 250 words reflection on reframing
Thu 26 Sep	The fine art of adaptability and flexibility via storytelling The danger of a single story	250 words: case, example /reflection
Fri 27 Sep	6 Thinking Hats in theory and practice / emotional intelligence in meetings	250 words: case, example /reflection
Mon 30 Sep	Adaptability and flexibility- role-play: introduction	250 words on CultureQs reflection

Tue 01 Oct	Adaptability and flexibility- role-play: test your emotional skills	250 words on Ecotonos reflection
Wed 02 Oct	Perception, strategical thinking and emotional intelligence	250 words on Perception
Thu 03 Oct	Introduction to scientific poster presentation	
14 Oct	Interactive talk: Introduction to Oral Presentation Skills	
15 Oct	1-min talk students with feedback	250 words self-reflection
16 Oct	Poster session	Poster

Textbooks and Materials

Throughout classes, the Professor will draw material from the following publications:

- Edward de Bono: Six Thinking Hats, 1999
- Thomas Gordon: Leader Effectiveness Training: L.E.T., 2001
- Edgar H. Schein: Humble Inquiry: The Gentle Art of Asking Instead of Telling, 2013
- Annette Simmons: The Story Factor: Inspiration, Influence and Persuasion Through the Art of Storytelling, 2006
- <https://www.youtube.com/watch?v=1RwJbkhCA58>

Some of these publications are difficult to source and others are general in nature, so a number of readings and sources will be supplied by the professor. Additional reading may be handed out during the class time

Requirements

Participation, critical reflection, regular class attendance, active participation in discussion, read required readings, and successful submission of all assignments.

Second Module: Prof. Paola Mascaro

Effective skills and behaviors at work – Problem Solving and Analysis, Conflict Management, Time Management & Personal Branding in a global professional environment

With this module students will learn how to practice skills & behaviors to support their professional experience and growth through some of the key components of a business organizations: goals setting, performance and time management, live & perform in a teamwork environment, ethic & compliance game rules, personal branding.

Teaching Method

The topics will be covered using a mix of lectures, class discussions, simulations and hands-on exercises. Regular class attendance and active participation are expected, as they will help achieve the learning goals and contribute to an overall positive learning environment. For a final project, students will solve a real case study and articulate the methodology applied and the solution provided.

Schedule of Possible Topics (depending upon the needs of the class and students)

Day	Subject	Assignment
Thu 26 Sep	Goals & Objectives setting	500 words: case, example /reflection
Fri 27 Sep	Measure performance and monitor progress	500 words: case, example /reflection
Wed 02 Oct	Understand the relevance of time management	250 words: case, example /reflection
Thu 03 Oct	Learn problem solving methodology	500 words: case, example /reflection
Fri 04 Oct	Individual areas of responsibility against issues	250 words on self-reflection
Wed 09 Oct	How teamwork affects to individual goals and results	250 words on reflection
Thu 10 Oct	Play with fair rules, practice Ethics & Compliance	250 words: case, example /reflection
Wed 30 Oct	Manage conflict and address collaboration	250 words on self-reflection
Thu 31 Oct	Gain relevance within the organization	250 words on self-reflection
Thu 14 Nov	Assertiveness	250 words: case, example /reflection
Fri 15 Nov	Personal branding	250 words on self-reflection

Textbook and Materials

The course is presented as distinct stand-alone modules that complete each other, using theoretical knowledge and frameworks, as well as real-life examples. The teacher will circulate the presentation and materials used in class after each class session. Throughout classes, the Professor will draw material from the following publications:

- Guide to Managing Conflict at Work by Amy Gallo, HBR.
- Think Smarter by Michael Kallet
- Productivity Isn't About Time Management. It's About Attention Management by Adam Grant, NYT
- 30 Days - Change your habits, Change your life by Marc Reklau
- The Breakthrough Speaker, Adam Smiley Poswolsky
- 10 Golden Rules of Personal Branding by Goldie Chan, forbes.com

ASSESSMENT

First Module

Students will be graded by their preparation, attendance and active class participation; also by assessment of an individual 'Learning Portfolio'. The Learning Portfolio will be comprised of a collection of short assignments, which prepare students for the in-class activities, and short reflections based on the class activities, themes and issues which arise.

The format and due date of the Learning Portfolio will be set in agreement with the class, as will the penalties for late submission and re-submission.

The final mark will include 20% for participation in class, and 80% for the Learning Portfolio.

Students who do not submit by the agreed due date, or fail the written work, will be required to fulfill the exam requirements of non-attending students, and be marked accordingly.

Non-attending students will be expected to read the course material (course files and documents can be found on the Global Governance home page, and the set texts in the library), submit an academic paper of around 3,500 words on a topic set by the module professor, covering a major theme of the module.

Second Module

Students will be graded by their preparation, attendance and active class participation; also by assessment of an individual 'Learning Portfolio'. The Learning Portfolio will be comprised of a collection of short assignments, which prepare students for the in-class activities, and short reflections based on the class activities, themes and issues which arise.

The format and due date of the Learning Portfolio will be set in agreement with the class, as will the penalties for late submission and re-submission.

The final mark will include 20% for participation in class, and 80% for the Learning Portfolio.

Students who do not submit by the agreed due date, or fail the written work, will be required to fulfill the exam requirements of non-attending students, and be marked accordingly.

Non-attending students will be expected to read the course material (course files and documents can be found on the Global Governance home page, and the set texts in the library), submit an academic paper of around 3,500 words on a topic set by the module professor, covering a major theme of the module.

Final grade: The final grade for the Exam of **Effective skills and behaviors at work** is the average of the grades obtained in the two Modules. **You will not be able to keep the results of one of the modules for another exam session and same round ("appello"), as the exam must be completed in the same exam session and same round ("appello"), otherwise you will have to retake both modules' exams in another round ("appello") or session.**

Office hours

Prof. Meyer-Ross and Prof. Mascaro are happy to meet students before and after classes, and by arrangement.

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NOTE: Erasmus or non Global Governance students who would like to attend one or more courses and take one or more exams need to contact the Secretariat of Global Governance by e-mail global.governance@uniroma2.it for registration and inform the Professor of the course. Students are required to sign a code of conduct, like all Global Governance students, accepting all values and rules. Please read and consider it carefully before enrolling.

Do note that attendance is required from the very first lesson and you need to attend at least 80% of the course to be considered an attending student.