



Academic Year 2022-2023

Syllabus

Effective skills and behaviors at work

CFU 6

Prof. K-K Meyer-Ross and Prof. Douglas Brown

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 – Introducing key competencies through project management, Prof. Douglas Brown, 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

The lecture is based on the OPAL course designed by Kathy Meyer-Ross. Students need to bring their laptops to class and work in teams. Ppt-lectures will introduce the topics and students are expected to strive to deepen and strengthen their knowledge through group-work. Videos and handouts give a wider understanding and role-play simulations are a key part of this module. For a final project, students will simulate a role-play.

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

Day	Subject	Assignment
Day 1 19. Sep	Techniques from the online course Self-management, Motivational Skills, Organizing people	Forming Groups and class preparation
Day 2 20. Sep	Revision of communication techniques	Continue class preparation
Day 3 21. Sep	Concepts of perception, the awareness wheel, reframing and perspectives	Continue class preparation

Day 4 17. Oct	Diversity theories and cultural research	
Day 5 18. Okt	Revision Iceberg Model and application. How can you find out about the issues under the water? How can you avoid a lack of trust and communication?	Write group script
Day 6 19. Okt	Summary of all class in-puts	Perform group simulation

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=1RwJbhcCA58>

Requirements

Participation in online contact hours, critical reflection, active participation in discussion, read required readings, and successful submission of the group script and simulation on the last day..

First module

Students will be graded by their handed in portfolio.

Students who do not submit by the agreed due date, or fail the portfolio, 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 without contact hours available (course files and documents can be found in the OPAL Online Course), and submit a portfolio according to the instructions on the OPAL Online Course.

Second Module: Prof. Douglas Brown

Effective skills and behaviors at work – Introducing key competencies through project management

Module Aims

Students will learn about key management approaches and competencies in the workplace in regards to planning, decision-making, verbal and non-verbal communication, and will have the opportunity to practice these techniques and skills in order to support their professional growth. A wide variety of professional and workplace topics will be covered, tailored to the needs and interests of the student group.

Teaching Method

The subject will be covered using a mix of lectures, class discussions and class presentations, giving the students opportunities to explore and demonstrate their understanding of the concepts. Regular class attendance and active participation are expected, as they are key to achieving the learning outcomes. For a final assignment, students will be expected to prepare and carry out individual research through interviews, and then submit a written report detailing the research goals, procedures, outcomes and conclusions.

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

Topic 1	Management Skills in the Workplace <ul style="list-style-type: none"> • Leadership and Team Working • Change Management • Human Resource Theories • Problem Solving and Analysis
Topic 2	Project Management <ul style="list-style-type: none"> • The theory of Project Management • Lectures with practical exercises • A practical group project to plan, coordinate and deliver a class presentation that draws upon their knowledge and interests
Topic 3	Communication Skills <ul style="list-style-type: none"> • Working in teams • Group roles and dynamics • Interpersonal skills • Body Language
Topic 4	Formal Written Communication <ul style="list-style-type: none"> • Writing Styles of Essays and Academic Papers • Research, Citation and Plagerism • Report Writing • Report Presentation

Textbooks and Materials

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

Topic 1: Covey, S.R. (2004) *7 Habits of Highly Effective People*, Simon and Schuster, London.
The Essential Manager's Handbook (2016), DK, Penguin Random House, London.

Topic 2: Newton, R. (2007) *Project Management Step by Step*, Pearson Business, London.

Topic 3:

Morris, D. (2002) *People Watching, the Desmond Morris guide to body language*, Vintage, London.
 Pease, A. & Pease, B. (2004) *The Definitive Book of Body Language*, McPhearsons, Australia
 Kuhnke, E. (2012) *Body Language for Dummies, 2nd Edition*, John Wiley & Sons, England.

Topic 4:

Reid, M. (2012) *Report Writing*, Palgrave Macmillan, London.

Bowden, J. (2011) *Writing a Report, 9th Edition*, How to Books, London.

A number of these publications are in the university library and other readings, sources and books can be supplied by the professor. It is also expected that other relevant sources will also be identified and used by students.

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

Day	Topic	Assignment
Nov 14	Goals & Objectives of module Project Management theory	
Nov 15	Reports & Essays, discussion of possible topics for Body Language	Forming Groups and class preparation
Nov 18	Management Areas and People Management Topics	Continue class preparation
Nov 22	Body Language	Body Language Presentations
Nov 23	Feedback on presentations and on Project Management approaches and outcomes	Further Presentations and class preparation for next presentation
Nov 25 am	Guidance on topics, possible resources and plans	Preparation
Nov 25 pm	Presentations	Final Preparations and Group Presentations
Nov 28	Presentations	Group Presentations
Dec 1 am	Clarifying and contextualizing management concepts	Discussion
Dec 1 pm	Course Summary	Discussion

Second module assignments and marking

During the classes, students are expected to work in small groups and to be part of the delivery of two group presentations in class. The final assignment will be for the student, individually, to plan his/her own research aims and approach, to conduct interviews, and write a formal Report of about 3,500 words, which presents and discusses the findings of the research.

Students will be graded on their preparation, attendance and active class participation, and by their final written Report. The final mark for the second module will include 40% for participation in class, and 60% for the final Report.

Students who do not submit by the agreed due date, or fail the work assignments, 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 set by the professor, to deliver two presentations on agreed topics, and submit supporting written material. They will also be

expected to plan their own research aims and approach, to conduct interviews and write a formal Report of about 3,500 words, which presents and discusses their research findings.

Final grade: The final grade for the Exam of Effective Skills and Behavior 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”), **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 will offer online consultation hours on request and Prof. Brown is happy to meet students before and after classes, and by arrangement.

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NOTE: If you are an Erasmus or a non Global Governance student who would like to attend one or more courses in the Global Governance programme, please be aware that, **before enrolling in the course**, you should have read the code of conduct and the procedural rules characterizing our programme. We assume that, if you enroll in the course, **you have read and accepted all Global Governance values and rules**. Notice 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.