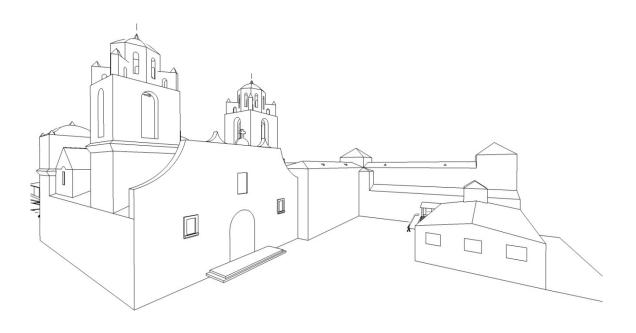


# Teaching Guide 2017-2018

# Management Skills and Human Resources Management

Master in Hospitality Management







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Management skills and HRM

#### Management skills and Human Resources Management

Module: Management skills and Human Resources Management Course: Management skills and HRM Number of ECTS: 5 ECTS Term: 2nd Lecturer: PhD. Pilar Barra Hernández and D. Jorge Cagigas Email: mpbarra@ucam.edu Lecturer office hours: 17:00h.-19.30h. Module, course lecturer/Coordinator: PhD. Pilar Barra Hernández

## **Course description**

This course introduces the human resources function and related elements and activities. Emphasis is placed on the modern day importance of HRM and the new "corporate view" of the function. A global analysis of the HRM department and key aspects as selection, leadership and communication are examined.

### **Previous requirements**

None

## **Course objectives**

- 1. To learn the basics and frameworks of human resource management (HRM) and understand the role of HRM has to play in effective business administration.
- To improve students' ability to think about how HRM should be used as a tool to execute strategies.
- 3. To learn the importance of leadership and motivation in efficient management.
- 4. To understand the role of communication in business management.

### **Competences and learning outcomes**

#### **General Competences**

- **G1:** Acquire the ability to manage and run hotels and restoration integrated in the current work scenery.
- **G2:** Acquire advanced knowledge to answer the demands of the hotel market.
- **G3:** Develop abilities to promote and manage and continuous change. Promote abilities key to improve management and business competition.
- **G4:** Go deep in the knowledge of the different areas of hotel corporations within a global focus.

#### **Specific Competences**

- E. 14 Know staff management tools to plan and manage human resources of hotel and restoration corporations.
- E. 15 Know how to define and institute the different human resources management processes (analysis, assessment and planning of the work posts, staff selection and training, performance assessment and compensations management), taking into account peculiarities of hotel and restoration corporations and the necessary flexibility in a sector with an important demand seasonal variation.
- E. 16 Develop and perfection leadership attitudes and team work, interdisciplinary cooperation and focus based in fostering interpersonal relationships in order to manage and run efficiently the organizational targets.



## Methodology

	Hours	Contact hours	Independent study work
Lectures and seminars	22.5	37.5 (30%)	
Tutorials	7.5		
Assessment in class	7.5		
Personal study	39.38		87.5
Assignments and papers	26.25	(70%)	
Research	21.87		
TOTAL	125	37.5	87.5

## **Syllabus**

#### **Theoretical classes**

- UNIT 1: Planning and integrated HRM
- UNIT 2: Analysis and definition of job positions
- UNIT 3: The company training
- UNIT 4: Leadership
- UNIT 5: Internal communication and motivation

#### Case study analysis

Case study 1: Job positions

- Case study 2: Leadership
- Case study 3: Internal communication



Management skills and HRM

## Relation to other disciplines of the study program

- Hospitality Financial Management
- The provisioning system: Definition and functions
- Quality control and Management

## Assessment system

June Call:

- Individual work: 70% of total grade

- Attendance and participation: 30% of total grade

September Call:

- Individual work: 70% of total grade

- Attendance and participation: 30% of total grade

## **Bibliographic references**

#### **Basic bibliography**

Bock Lazslo (2015). Work Rules. Twelve Editors

Gómez-Mejía, Balkin, David; Cardy, Robert (2015). Managing Human Resources. Pearson.

Senge, Peter (2006). The fitth discipline. Doubleday Publisher.

#### **Complementary bibliography**

Cascio, Wayne; Aguinis, Herman (2010). Applied Psychology in Human Resource Management. Financial Times and Prentice Hall.

Deloitte (2016). Human Global Capital Trends (2016). Deloitte.



## Webs related

- ✓ http://www.hrmonline.com.au/
- ✓ http://www.masters-in-human-resources.org/50-online-resources-for-hr-professionals/
- ✓ http://www.hrmguide.net/

## **Study recommendations**

There are not study recommendations.

## Instructional materials

Not needed.