



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

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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.
2. 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 (70%)
Assignments and papers	26.25		
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

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 fifth 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.

Management skills and HRM

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.