

Curso Académico: 2022/23

143264 - Relaciones Interpersonales

Información del programa

Titulación: 14302 - Grado en Lenguas Modernas y Gestión

Curso académico: 2022/23

Asignatura: 143264 - Relaciones Interpersonales

Periodo impartición: Segundo semestre

Curso: 4

Tipo: Obligatoria

Créditos ECTS: 6.0

Justificación

This subject contributes to the development of the academic and professional profile of the Modern Languages and Management graduate, developing the competence SC11 "To distribute the work, assigning tasks, organizing the available resources and managing the team in its competence scope" and the Generic Competences GC1 "Critical thinking" in its third level of mastery, and the GC4 "Teamwork", in its second level of mastery.

The academic and professional profile of the Modern Languages and Management graduate involves language skills, the use of ICT tools for document production and management, organisational and communication skills, and international business management. This degree mainly seeks to train professionals to respond to the increase in international relations and the challenges of information and communication technologies. In this context, Modern Languages and Management graduates will develop the competences required to prepare and manage multilingual business documentation, to organize events, meetings and cultural activities in international contexts and to apply foreign languages and manage international relationships in departments of international trade, marketing, communication, human resources management, logistics or accounting, among others.

This course provides students with guidance and practical tips and strategies on the application of effective interpersonal skills for positive interactions with people at work. It includes lectures, assessment, group discussion, role plays, skill-building exercises, and workplace case studies for students to discover their interpersonal relationship gaps and to practice skills such as listening, feedback or verbal and non-verbal communication that can be used for effective and positive teamwork and professional interactions.

This course, taught in English, follows the C1 level of the CEFR, as stated in the general program of the degree.

Prerrequisitos

There are no specific prerequisites.

Competencias de la asignatura

Generic competences

GC 1. CRITICAL THINKING. Third level of mastery: Arguing the pertinence of judgements made and analysing the consistency of own behaviour, based on underlying principles and values

GC4. TEAMWORK. Second level of mastery: Contributing to the consolidation and development of the team, fostering communication, balanced distribution of work, good team atmosphere and cohesion.

Specific competence

SC11: To distribute the work, assigning tasks, organizing the available resources and managing the team in its competence

scope.

Contenidos

1. Preliminaries to interpersonal communication
2. Self-Awareness: a point of departure
3. Emotional intelligence
4. Perception and the self in interpersonal communication
5. Listening and feedback skills
6. Interpersonal messages (verbal messages, nonverbal messages and emotional messages)
7. Conflict management and negotiation

Estrategia de enseñanza-aprendizaje, sistema de evaluación y documentación

TEACHER/S: Garazi Azanza Martínez de Luco		GROUP: 100 - English		
TEACHING-LEARNING STRATEGY				
The time to be spent on the subject (6 ECTS: 150 hours) during the term will be distributed as follows: In class activities: 41 hours <ul style="list-style-type: none"> • Lecturer's explanations and feedback between students and lecturer: 18 hours • Practical activities (individual activities, group preparation of activities of in-class presentations): 21 hours • Exam (final examination): 2 hours Outside class activities: 109 hours <ul style="list-style-type: none"> • Reading and study time: 49 hours • Team activities: 35 hours • Interpersonal Skills Development Report: 25 hours 				
EVALUATION SYSTEM				
Achievement of both generic and specific competences will be assessed by the following procedures:				
Competences	Techniques			
Generic (44%)	Group Activities	Interpersonal Skills Development Report	Final exam	TOTAL SUM
GC1	7%	20%	5%	32%
GC4	7%	-	5%	12%
Specific (56%)				
SC 11	21%	15%	20%	56%
TOTAL	35%	35%	30%	100%
GENERIC COMPETENCES	TECHNIQUES		EVALUATION	
G.C.1.- CRITICAL THINKING: Level of Mastery 3: Arguing the pertinence of judgements made and analysing the consistency of own behaviour, based on underlying principles and values. Indicators	<ul style="list-style-type: none"> • Group Activities. • Interpersonal Skills Development Report. • Final exam. 		7% 20% 5%	

<ul style="list-style-type: none"> The student supports and justifies own judgements The student identifies underlying ideas, principles, models and values of critical judgements 		
<p>G.C. 4.- TEAMWORK</p> <p>Level of Mastery 2: Contributing to the consolidation and development of the team, fostering communication, balanced distribution of work, good team atmosphere and cohesion.</p> <p>Indicators</p> <ul style="list-style-type: none"> The student accepts and respects group norms The student helps to decide and applies the team's work processes The student helps to bring group together through way of communicating and interacting 	<ul style="list-style-type: none"> Group Activities. 7% Final exam. 5% 	
GENERIC COMPETENCES TOTAL IN FINAL EVALUATION		44%
SPECIFIC COMPETENCE	TECHNIQUES	MARK
<p>SC11: To distribute the work, assigning tasks, organizing the available resources and managing the team in its competence scope</p> <p>Indicators</p> <ul style="list-style-type: none"> The student identifies significant aspects that influence people's satisfaction in their relationship with the company The student designs management systems consistent with the above-mentioned significant aspects of satisfaction 	<ul style="list-style-type: none"> Group Activities. 21% Interpersonal Skills Development Report. 15% Final exam 20% 	
SPECIFIC COMPETENCE TOTAL IN FINAL EVALUATION		56%
<p>Students will only get credit for this course if they receive a passing mark in the Interpersonal Skills Development Report, in the team activities, and the final exam, and they attend classes regularly (according to the norms laid out in the <i>Reglamento de Estudiantes</i>).</p> <p>Given that attendance is compulsory for the accomplishment of the Interpersonal Skills Development Report and the group activities, any impossibility for attending the class must be communicated to the professor.</p> <p>The re-take (evaluación extraordinaria) is based on the same evaluation criteria as the normal evaluation. The marks obtained throughout the semester are taken into account for the re-take of the same academic year.</p> <p>Any fraudulent activity (plagiarism, cheating in exams, etc.) or oversight of the assessment system will be penalized according to the norms laid out in the <i>Reglamento de Estudiantes</i>.</p>		
DOCUMENTATION		
<p>For the adequate monitoring of the activities and requirements, the student will handle the following sources of documentation:</p> <ul style="list-style-type: none"> The material of the subject available on the learning platform (ALUD) that will guide the student throughout the learning process regarding the theoretical content and the activities. A basic bibliography that the student will use as a foundation for the acquisition of knowledge and the development of the competences. An additional bibliography will be provided to go in depth in the study of the units and contents. <p><i>Basic bibliography</i></p> <p>DeVito, J.A. (2013). <i>The Interpersonal Communication Book (International Edition)</i>. Boston: Pearson.</p> <p>Robbins, S.P. & Hunsaker, P.L. (2012). <i>Training in Interpersonal Skills: Tips for Managing People at Work (International Edition)</i>. Boston: Pearson.</p>		