



POLITÉCNICA

INTERNATIONAL
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PR/CL/001



E.T.S. de Ingenieros
Informaticos

ANX-PR/CL/001-01

LEARNING GUIDE

SUBJECT

103000544 - Management, Relationships And Communication In Working Groups

DEGREE PROGRAMME

10AM - Master Universitario En Ingenieria Del Software

ACADEMIC YEAR & SEMESTER

2021/22 - Semester 1

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1. Description

1.1. Subject details

Name of the subject	103000544 - Management, Relationships And Communication In Working Groups
No of credits	4 ECTS
Type	Optional
Academic year of the programme	First year
Semester of tuition	Semester 1
Tuition period	September-January
Tuition languages	English
Degree programme	10AM - Master Universitario en Ingeniería del Software
Centre	10 - Escuela Técnica Superior De Ingenieros Informáticos
Academic year	2021-22

2. Faculty

2.1. Faculty members with subject teaching role

Name and surname	Office/Room	Email	Tutoring hours *
Susana Muñoz Hernandez (Subject coordinator)	D2310	susana.munoz@upm.es	Tu - 14:00 - 16:00 Th - 10:00 - 12:00 F - 12:00 - 14:00 To arrange an appointment it is mandatory to send an email in advance to susana@fi.upm.es.

Santiago Eibe Garcia	D2311	santiago.eibe@upm.es	M - 12:00 - 13:30 M - 15:30 - 17:00 W - 15:00 - 16:30 Th - 15:30 - 17:00 To arrange an appointment it is mandatory to send an email in advance to susana@fi.upm.es or to seibe@fi.upm.es.
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* The tutoring schedule is indicative and subject to possible changes. Please check tutoring times with the faculty member in charge.

3. Prior knowledge recommended to take the subject

3.1. Recommended (passed) subjects

The subject - recommended (passed), are not defined.

3.2. Other recommended learning outcomes

- English knowledge to follow the class and be able to participate.

4. Skills and learning outcomes *

4.1. Skills to be learned

CE13 - Tener una visión de los distintos aspectos específicos y emergentes de la ingeniería del software, y profundizar en algunos de ellos

CG18 - Capacidad de trabajar y comunicarse también en contextos internacionales

CG3 - Que los estudiantes sepan comunicar sus conclusiones y los conocimientos y razones últimas que las sustentan a públicos especializados y no especializados de un modo claro y sin ambigüedades (RD)

4.2. Learning outcomes

RA24 - Conflict solving capability SC13, SC14, CG18 C

RA26 - Group work skill SC13, SC14, CG17 A

RA27 - Negotiation skill SC13, SC14, CG18 C

RA21 - Listening capability SC13, SC14, CG10 A

RA22 - Observing capability SC13, SC14, CG10 C

RA23 - Time organization capability SC13, SC14 K

RA25 - Communication skills in public SC13, SC14, CG3, CG18 S

* The Learning Guides should reflect the Skills and Learning Outcomes in the same way as indicated in the Degree Verification Memory. For this reason, they have not been translated into English and appear in Spanish.

5. Brief description of the subject and syllabus

5.1. Brief description of the subject

Outline

Within the sphere of business, research or development and cooperation, finishing a project successfully depends on several factors. So does efficiency and effectiveness of the project. One of the most important of these factors is the human factor. Communication and management skills, together with the relationship between workgroup members are some of the deciding elements for developing a well-done job. Social skills are a key aspect during the development of a task in an environment where the different members don't necessarily need to share the same characteristics.

Learning Goals

This course studies in depth the factors that determine the human skills for managing and administering a work group, aside from its supervision and smooth running assurance. It will emphasize the importance of communication (motivational, negotiation) and self-control processes, as well as the methods connected to the decision-making processes and team management abilities (leadership, conflict mediation, etc.).

5.2. Syllabus

1. Introduction

1.1. Motivation I3

1.2. Topics Definition I3, I1

2. Communication Basis

2.1. Communication I1, I2, I4

2.2. Relation I1, I2, I4

2.3. Team Group I1, I2, I4

3. Personal Skills

3.1. Assertiveness I1, I2, I4

3.2. Negotiation I1, I2, I4

- 3.3. Conflict Solving I1, I2, I4
- 3.4. Intercultural differences management I1, I2, I4
- 3.5. Time Management I1, I2, I4
- 3.6. Body Language & Non verbal communication I1, I2, I4
- 3.7. Public Presentations I1, I2, I4
- 3.8. Meeting Management I1, I2, I4
- 3.9. Emotional Intelligence I1, I2, I4
- 3.10. Motivation I1, I2, I4
- 3.11. Coaching I1, I2, I4
- 3.12. Social Engineering I1, I2, I4
- 3.13. Creativity I1, I2, I4
- 3.14. Leadership I1, I2, I4

6. Schedule

6.1. Subject schedule*

Week	Face-to-face classroom activities	Face-to-face laboratory activities	Distant / On-line	Assessment activities
1	Section 1.1 and Section 1.2 Duration: 02:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities		Section 1.1 and Section 1.2 Duration: 02:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities	Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00
2	Section 2.1 Duration: 02:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities		Section 2.1 Duration: 02:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities	Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00
3	Section 2.2 Duration: 02:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities		Section 2.2 Duration: 02:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities	Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00
4	Section 3.1, Section 3.6 and Section 3.7 Duration: 01:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities		Section 3.1, Section 3.6 and Section 3.7 Duration: 01:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities	Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00
5	Section 3.2, Section 3.6 and Section 3.7. Duration: 01:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities		Section 3.2, Section 3.6 and Section 3.7. Duration: 01:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities	Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00
6	Section 3.3, Section 3.6 and Section 3.7. Duration: 01:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities		Section 3.3, Section 3.6 and Section 3.7. Duration: 01:00 Lecture Individual work and group work. Duration: 01:00 Cooperative activities	Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00

7	<p>Section 3.4, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.4, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>
8	<p>Section 3.5, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.5, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>
9	<p>Section 3.8, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.8, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>
10	<p>Section 3.9, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.9, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>
11	<p>Section 3.10, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.10, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>
12	<p>Section 3.11, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.11, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>
13	<p>Section 3.12, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.12, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>
14	<p>Section 3.13, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>		<p>Section 3.13, Section 3.6 and Section 3.7. Duration: 01:00 Lecture</p> <p>Individual work and group work. Duration: 01:00 Cooperative activities</p>	<p>Participation in class discussions Topic selection Individual presentation Continuous assessment Presential Duration: 01:00</p>

15				<p>Work and Presentation evaluation Individual work Continuous assessment Presential Duration: 02:00</p> <p>Work about the topic of the course that the professor propose to the student previously. Individual work Final examination Presential Duration: 01:00</p> <p>Feedback about other presentations provided by the professor. Individual presentation Final examination Presential Duration: 02:00</p> <p>Oral presentations about some topics selected in advance by the professor. Individual presentation Final examination Presential Duration: 04:00</p>
16				
17				

Depending on the programme study plan, total values will be calculated according to the ECTS credit unit as 26/27 hours of student face-to-face contact and independent study time.

* The schedule is based on an a priori planning of the subject; it might be modified during the academic year, especially considering the COVID19 evolution.

7. Activities and assessment criteria

7.1. Assessment activities

7.1.1. Continuous assessment

Week	Description	Modality	Type	Duration	Weight	Minimum grade	Evaluated skills
1	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
2	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
3	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
4	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
5	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
6	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
7	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
8	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
9	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
10	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
11	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13

12	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
13	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
14	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG3 CG18 CE13
15	Work and Presentation evaluation	Individual work	Face-to-face	02:00	30%	0 / 10	CG3 CG18 CE13

7.1.2. Final examination

Week	Description	Modality	Type	Duration	Weight	Minimum grade	Evaluated skills
15	Work about the topic of the course that the professor propose to the student previously.	Individual work	Face-to-face	01:00	30%	0 / 10	CG3 CG18 CE13
15	Feedback about other presentations provided by the professor.	Individual presentation	Face-to-face	02:00	30%	5 / 10	CG3 CG18 CE13
15	Oral presentations about some topics selected in advance by the professor.	Individual presentation	Face-to-face	04:00	40%	5 / 10	CG3 CG18 CE13

7.1.3. Referred (re-sit) examination

Description	Modality	Type	Duration	Weight	Minimum grade	Evaluated skills
Oral presentations about some topics selected in advance by the professor.	Individual presentation	Face-to-face	02:00	40%	5 / 10	CG3 CG18 CE13
Feedback about other presentations provided by the professor.	Individual presentation	Face-to-face	02:00	30%	5 / 10	CG3 CG18 CE13
Work about the topic of the course that the professor propose to the student previously.	Individual work	Face-to-face	04:00	30%	5 / 10	CG3 CG18 CE13

7.2. Assessment criteria

The attendance to the classes (presential or using video conference online at real time according to the sanitary authorities recommendations) to the classes is mandatory. A high number of absents classes will be enough for failing the course.

The final grade will be calculated taking into account:

- the participation of the students during the classes. Specially during the discussions,
- the work in that the students should prepare related one of the topics of the course,
- the presentation in public of that work (presential or online) and
- the feedback to the classmates during the presentations of the rest of students.

8. Teaching resources

8.1. Teaching resources for the subject

Name	Type	Notes
Recommended reading	Bibliography	Recommended books and references related to the topic. Some of them listed in the course web site.
Subject web site	Web resource	http://babel.ls.fi.upm.es/~susana/teaching/Gestion/
Moodle site	Web resource	http://moodle.upm.es/titulaciones/oficiales/course/view.php?id=882
Equipment for presentations	Equipment	Beamer, speakers, blackboard.
Library	Equipment	Library for consulting reference books and papers.
Group work room	Equipment	Room for working in group.
Classroom	Equipment	Classroom for the presential classes and the presentations.

9. Other information

9.1. Other information about the subject