



POLITÉCNICA

INTERNATIONAL
CAMPUS OF
EXCELLENCE

COORDINATION PROCESS OF
LEARNING ACTIVITIES
PR/CL/001



E.T.S. de Ingenieros
Informáticos

ANX-PR/CL/001-01

LEARNING GUIDE

SUBJECT

103000644 - Relation And Communication Personal Skills

DEGREE PROGRAMME

10AN - Master Universitario En Ingenieria Informatica

ACADEMIC YEAR & SEMESTER

2019/20 - Semester 1

Index

Learning guide

| | |
|---|----|
| 1. Description..... | 1 |
| 2. Faculty..... | 1 |
| 3. Prior knowledge recommended to take the subject..... | 2 |
| 4. Skills and learning outcomes | 2 |
| 5. Brief description of the subject and syllabus..... | 3 |
| 6. Schedule..... | 5 |
| 7. Activities and assessment criteria..... | 8 |
| 8. Teaching resources..... | 12 |
| 9. Other information..... | 13 |

1. Description

1.1. Subject details

| | |
|---------------------------------------|--|
| Name of the subject | 103000644 - Relation And Communication Personal Skills |
| No of credits | 4.5 ECTS |
| Type | Optional |
| Academic year of the programme | Second year |
| Semester of tuition | Semester 3 |
| Tuition period | September-January |
| Tuition languages | English |
| Degree programme | 10AN - Master Universitario En Ingenieria Informatica |
| Centre | 10 - Escuela Tecnica Superior de Ingenieros Informaticos |
| Academic year | 2019-20 |

2. Faculty

2.1. Faculty members with subject teaching role

| Name and surname | Office/Room | Email | Tutoring hours * |
|-------------------------|--------------------|----------------------|--|
| 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. |
| Susana Muñoz Hernandez (Subject coordinator) | 2310 | susana.munoz@upm.es | Tu - 10:00 - 12:00 Tu - 14:00 - 15:00 W - 12:00 - 15:00 To arrange an appointment it is mandatory to send an email in advance to susana@fi.upm.es. |

* 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

- Knowledge of English language to be able to follow the class and participate.

4. Skills and learning outcomes *

4.1. Skills to be learned

CB6 - Poseer y comprender conocimientos que aporten una base u oportunidad de ser originales en el desarrollo y/o aplicación de ideas, a menudo en un contexto de investigación

CB7 - Que los estudiantes sepan aplicar los conocimientos adquiridos y su capacidad de resolución de problemas en entornos nuevos o poco conocidos dentro de contextos más amplios (o multidisciplinares) relacionados con su área de estudio

CB8 - Que los estudiantes sean capaces de integrar conocimientos y enfrentarse a la complejidad de formular juicios a partir de una información que, siendo incompleta o limitada, incluya reflexiones sobre las

responsabilidades sociales y éticas vinculadas a la aplicación de sus conocimientos y juicios

CB9 - 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

CG13 - Habilidades de gestión y capacidad de liderar un equipo que puede estar integrado por disciplinas y niveles distintos

CG14 - Capacidad de trabajar y comunicarse también en contextos internacionales

CG18 - Capacidad para dirigir, planificar y supervisar equipos multidisciplinares

CG6 - Capacidad de pensamiento creativo con el objetivo de desarrollar enfoques y métodos nuevos y originales

4.2. Learning outcomes

RA161 - Mejora de las capacidades de planificación de comunicación

RA127 - Exposición y defensa de la solución propuesta de un modo claro y sin ambigüedades ante un público especializado y no especializado

RA162 - Mejora de las capacidades de comunicación del alumno.

* 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 | Other face-to-face activities | Assessment activities |
|------|--|------------------------------------|---|--|
| 1 | Section 1.1 and Section 1.2 Duration: 02:00 Lecture | | | Participation in class discussions Topic selection Individual presentation Continuous assessment Duration: 01:00 |
| 2 | Section 2.1 Duration: 02:00 Lecture | | | Participation in class discussions. Group organization Individual work Continuous assessment Duration: 01:00 |
| 3 | Section 2.2 Duration: 02:00 Lecture | | | |
| 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 | Participation in class discussions. Individual presentation Continuous assessment Duration: 02:00 |
| 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 | Participation in class discussions. Individual presentation Continuous assessment Duration: 02:00 |
| 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 | Participation in class discussions. Individual presentation Continuous assessment Duration: 02:00 |
| 7 | Section 3.4, 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. Group presentation. Classmates feedback. Individual presentation Continuous assessment Duration: 00:30 |
| 8 | Section 3.5, 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. Group presentation. Classmates feedback. Individual presentation Continuous assessment Duration: 00:30 |
| 9 | Section 3.8, 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. Group presentation. Classmates feedback. Individual presentation Continuous assessment Duration: 00:30 |
| 10 | Section 3.9, 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. Group presentation. Classmates feedback. Individual presentation Continuous assessment Duration: 00:30 |

| | | | | |
|----|--|--|--|---|
| 11 | Section 3.10, 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. Group presentation. Classmates feedback. Individual work Continuous assessment Duration: 00:30 |
| 12 | Section 3.11, 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. Group presentation. Classmates feedback. Individual work Continuous assessment Duration: 00:30 |
| 13 | Section 3.12, 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. Group presentation. Classmates feedback. Individual presentation Continuous assessment Duration: 00:30 Participation in class discussions. Individual presentation Continuous assessment Duration: 02:00 |
| 14 | Section 3.13, 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. Group presentation. Classmates feedback. Individual presentation Continuous assessment Duration: 00:30 Participation in class discussions. Individual presentation Continuous assessment Duration: 02:00 |
| 15 | | | | Work evaluation Individual work Continuous assessment Duration: 02:00 Work about the topic of the course that the professor propose to the student previously. Individual work Final examination Duration: 01:00 Oral presentation about other presentations provided by the professor. Individual presentation Final examination Duration: 02:00 Oral presentations about some topics selected in advance by the professor. Individual presentation Final examination Duration: 04:00 |
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| 17 | | | | |
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The independent study hours are training activities during which students should spend time on individual study or individual assignments.

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 subject schedule is based on a previous theoretical planning of the subject plan and might go through experience some unexpected changes along throughout the academic year.

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 | CB6 CB7 CG14 |
| 2 | Participation in class discussions. Group organization | Individual work | Face-to-face | 01:00 | 5% | 0 / 10 | CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 4 | Participation in class discussions. | Individual presentation | Face-to-face | 02:00 | 5% | 5 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 5 | Participation in class discussions. | Individual presentation | Face-to-face | 02:00 | 5% | 5 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 6 | Participation in class discussions. | Individual presentation | Face-to-face | 02:00 | 5% | 5 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |

| | | | | | | | |
|----|--|-------------------------|--------------|-------|----|--------|---|
| 7 | Participation in class discussions. Group presentation. Classmates feedback. | Individual presentation | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 8 | Participation in class discussions. Group presentation. Classmates feedback. | Individual presentation | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 9 | Participation in class discussions. Group presentation. Classmates feedback. | Individual presentation | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 10 | Participation in class discussions. Group presentation. Classmates feedback. | Individual presentation | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 11 | Participation in class discussions. Group presentation. Classmates feedback. | Individual work | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 12 | Participation in class discussions. Group presentation. Classmates feedback. | Individual work | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |

| | | | | | | | |
|----|--|-------------------------|--------------|-------|-----|--------|---|
| 13 | Participation in class discussions. Group presentation. Classmates feedback. | Individual presentation | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 13 | Participation in class discussions. | Individual presentation | Face-to-face | 02:00 | 5% | 5 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 14 | Participation in class discussions. Group presentation. Classmates feedback. | Individual presentation | Face-to-face | 00:30 | 5% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 14 | Participation in class discussions. | Individual presentation | Face-to-face | 02:00 | 5% | 5 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |
| 15 | Work evaluation | Individual work | Face-to-face | 02:00 | 25% | 0 / 10 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |

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 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |

| | | | | | | | |
|----|--|-------------------------|--------------|-------|-----|--------|---------------------------------|
| 15 | Oral presentation about other presentations provided by the professor. | Individual presentation | Face-to-face | 02:00 | 30% | 5 / 10 | CB6 CB8 CB7 CB9 CG6 |
| 15 | Oral presentations about some topics selected in advance by the professor. | Individual presentation | Face-to-face | 04:00 | 40% | 5 / 10 | CB8 CG13 CB9 |

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 | CG13 CB8 CB9 |
| Oral presentation about other presentations provided by the professor. | Individual presentation | Face-to-face | 02:00 | 30% | 5 / 10 | CB6 CB7 CG18 CB8 CG6 |
| 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 | CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14 |

7.2. Assessment criteria

The attendance 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 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. |
| 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

Some references:

ROBSON, MIKE: Problem Solving in Groups. Gower. Aldershot. (1993).

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OMAN, CAROL KINSEY: Creative Thinking in Business, Kogan Page, Londres, (1989).

MONTEBELLO, A y BVZZOTTA, V: "Work Teams that Work", Training and Development Journal (marzo de 1993), American Society for Training and Development Inc. Alexandra. EE UU. (1993).

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WEISS, DONALD H.: Creative Problem Solving, AMACOM, Nueva York. (1988).

HONEY, P. y MUMFORD, A.: Manual of Learning Styles. P. Honey. Maidenhead. (1982, rev. 1992).

BIRD, MALCOLM: Problem Solving Techniques That Really Work, Piatkus Books, Londres, (1993).

COK, GEOFF: Practical Guide to Solving Business Problems, Pitman/The Institute of Management, Londres, (1995).

KENNEOY, G., BENSON. J. y MCMILLAN. J.: Managing Negotiations, 3ª ed., Hutchinson. Londres. (1980).

WHITMORE, J.: Coaching for Performance, Nicholas Brealey, Londres. (1996).

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