



Module code	BMS	NQF level	4
Credit value	15	Study duration	9 weeks

Business and Management Skills

This module aims to:

- Develop the students' knowledge and understanding in their own management skills via effective people management to meet an organisation's goals and objectives. Students will learn to distinguish between the role of a leader and a manager, understand how to establish effective teams and increase levels of motivation in the workplace
- Develop the students' understanding of effective communication channels and the communication process; as well as how to solve problems by making effective decisions in the workplace in relation to conflict, delegation and feedback; and providing effective performance management

Learning outcomes

On completion of this module, students will be able to:

- identify the key business and management skills areas which will be needed during their course and potentially in the world of employment
- understand the specific roles and responsibilities of middle managers in enabling effective working teams and achievement of organisational goals and objectives
- understand how communication and interpersonal relationships affect managerial and team performance in the workplace
- resolve workplace problems by making effective decisions
- identify personal development opportunities within the workplace

Syllabus

- Leadership and management
- Establishing an effective team
- The communication process
- The feedback cycle
- Delegation
- Conflict management
- Motivation
- Performance management
- Rewarding performance

Learning and teaching methods

The learning and teaching methods for the module follow the intended online delivery strategy for the programme as a whole. The module will be delivered through the provision of specified reading materials on the virtual learning platform, which shall be supported by specified discussion forums and lecturecasts, and tutor support will be available to students via phone, email, and a fortnightly synchronous question and answer (Q&A) session.

A narrative case study drawn from the reading materials and lecturecasts within each unit of the module will allow the student to reflect on their learning in terms of applying the theory to a prescribed scenario.

Description of unit of assessment	Length/Duration	Submission date	Weighting
Discussion contribution	2 weeks	End of Unit 2 and Unit 6	20%
Mid-module assignment	1,500-2,000 words	End of Unit 4	30%
End of module project	1,500-2,000 words	End of Unit 9	30%
Journal entries	300-500 words	Bi-weekly submission	20%