

Module title: Business and Management Skills

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

Module description

The aim of this module is to explore your understanding of the importance of leadership and teamwork in theory and practice. You will learn about the role of the communication process, understand how to organise a team through the art of delegation and explore theories of motivation and conflict management. You will also understand how performance management and the world of effective feedback in the workplace all play a part in maximising effective working relationships.

Aims

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. This module also aims to 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 responsibilities of middle managers in enabling an organisation to achieve its goals
- Understand how communication and interpersonal relationships affect managerial performance in the workplace
- Be able to resolve workplace problems by making effective decisions
- Identify personal development opportunities to improve own managerial performance

Syllabus

- The role of the middle manager in understanding leadership and management
- Establish effective working teams
- Effective communication and the communication process
- Effective Feedback and the feedback cycle
- Delegation in the workplace
- Conflict Management
- Motivation in the workplace
- The importance of 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.

Assessment

Description of unit of assessment	Length / Duration	Submission Date	Weighting
Discussion contributions	Fortnight	End of Unit 2 and Unit 6	20%
Mid-module Assignment	1,500-2,000 words	End of Unit 4	30%
Journal Entries	300-500 words	Bi-weekly submission	20%
End of Module Project	1,500-2,000 words	End of Unit 9	30%