| Module Title: | People Management Skills for IT Managers |
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| Language of Instruction: | English |

| Credits: | 5 |
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| NFQ Level: | 8 |
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| Module Delivered In | No Programmes |
|---|---|

| Teaching & Learning Strategies: | This module will be delivered through a combination of 'traditional' lectures and a range of student centred learning activities including enquiry based, experiential, and group learning activities. |
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| Module Aim: | The aims of the module is to encourage students to develop their understanding of human resource management and organisational psychology in organisations and help them to develop a range of definable skills which are pivotal to successful management practice. Specifically, it provides students with an understanding of the skills and abilities at both (i) an individual and (ii) group level that they will need in order to operate successfully in their future careers. Students are expected to attend lectures, engage in self-reflective exercises, prepare for and contribute to class discussions. |
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| Learning Outcomes |
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| *On successful completion of this module the learner should be able to:* |

| LO1 | Define and explain the key terms, concept, theories and practices of HRM and Work Psychology in Organisations |
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| LO2 | Examine and understand tactics and strategies that shape bargaining and negotiations. |
| LO3 | Identify and develop critical skills and abilities that are required to be successful IT managers and professionals |
| LO4 | Develop self awareness and understanding of own people management style and skills |

| Pre-requisite learning |
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| ***Module Recommendations***<br>*This is prior learning (or a practical skill) that is recommended before enrolment in this module.* |
| No recommendations listed |
| ***Incompatible Modules***<br>*These are modules which have learning outcomes that are too similar to the learning outcomes of this module.* |
| No incompatible modules listed |
| ***Co-requisite Modules*** |
| No Co-requisite modules listed |
| ***Requirements***<br>*This is prior learning (or a practical skill) that is mandatory before enrolment in this module is allowed.* |
| No requirements listed |

## Module Content & Assessment

| Indicative Content |
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| **Introduction to HRM and Work Psychology**<br>Outline distinction and explain HRM and Work Psychology. Identify importance of understanding concepts for successful management |
| **HRM in Organisations**<br>Performance Management and Appraisals; Reward Management; Recruitment and Selection; Training and Development; Organisational culture; |
| **Managing Yourself and PDP**<br>An introduction to continuing professional development and personal development planning; establishing your vision of success; goal setting |
| **Motivating Others**<br>The nature of motivation; motivation and the manager |
| **Leadership and Teams**<br>Leadership theories, Characteristics of Effective Leader; Diagnosing your teamworking skills and ability; solving inter-group conflict |
| **Time and Project Management**<br>Effective and efficient time management skills and techniques |
| **Managing Conflict**<br>Identifying sources of conflict in teams and organisations; strategies for managing and eliminating conflict |
| **Problem Solving and Decision Making**<br>Tips and techniques for solving problems and making effective decisions in multiple contexts |
| **Bargaining and Negotiation Skills**<br>Theories of conflict, the nature of negotiation, integrative and distributive bargaining, power in bargaining and negotiations, negotiating strategy and tactics, planning, preparation, persuasion and personality.. |
| **Communication and Presentation Skills**<br>How to deliver a winning presentation; delivery do's and don't; general tips and techniques; handling questions; Tips and techniques for effective verbal communication |

| Assessment Breakdown | % |
| --- | --- |
| Continuous Assessment | 40.00% |
| End of Module Formal Examination | 60.00% |

| Continuous Assessment | | | | |
| --- | --- | --- | --- | --- |
| *Assessment Type* | *Assessment Description* | *Outcome addressed* | *% of total* | *Assessment Date* |
| Other | Examination/Essay/Group Project/Presentation/Case studies | 1,3,4 | 20.00 | n/a |
| Other | Examination/Essay/Group Project/Presentation/Case studies | 2,3,4 | 20.00 | n/a |

| No Project |
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| No Practical |
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| End of Module Formal Examination | | | | |
| --- | --- | --- | --- | --- |
| *Assessment Type* | *Assessment Description* | *Outcome addressed* | *% of total* | *Assessment Date* |
| Formal Exam | No Description | 1,2,3,4 | 60.00 | End-of-Semester |

**SETU Carlow Campus reserves the right to alter the nature and timings of assessment**

## Module Workload

| Workload: Full Time | | |
|---|---|---|
| *Workload Type* | *Frequency* | *Average Weekly Learner Workload* |
| Lecture | 30 Weeks per Stage | 2.00 |
| Estimated Learner Hours | 30 Weeks per Stage | 4.00 |
| | Total Hours | 180.00 |