

1 Course content

Training program	MA in InterCultural Management (ICM) - 1st year
University, School	University of Burgundy, Languages and Communication Faculty
Course title	Management : the Human Perspective
Lecturer	Rebecca Chamberlain
Objectives	The aim of this course is to provide an overview of the skills needed in managing individuals and teams, from the perspective of middle management.
Number of hours	15
Semester	First
Number of students	Around 30

2 Evaluation

Evaluation methods	Test during last session
Weighting	100%
Examination types	Written test

3 Teaching method

Pedagogy	Theoretical lessons, practical workshops and group activities
Teaching activities	Lectures, group work, presentations, discussions, ...

4 Programme

Lesson 1 – Group Dynamics : integrating a new group. Human behaviour in a group.

Lesson 2 – Management styles. The importance of employee recognition.

Lesson 3 – Communication and management. Managing interviews and evaluations.

Lesson 4 – Motivation and management. How to set motivating objectives

Lesson 5 – Conflict management

Lesson 6 - Final evaluation

References

François Vergonjeanne : Coach Groups and Organisations : Eric Berne Organisation Theory
Interéditions Paris 2010

50 fiches de communication : Jean Paul Guedj Bréal Editions 2008

La boîte à outils du Management : Patrice Stern, Jean Marc Schoettl Editions Dunod, Paris 2013

Management et Communication 100 exercices : Denis Cristol ESF Editeur 3ème édition 2013