



UNIT OUTLINE

Managerial Skills

UNIT CODE & TITLE	JN601 Managerial Skills
AUTHOR	Glen Wood
SCHOOL	School of Business
COURSE	Bachelor of Management
PREREQUISITE(S)	JN501 Management Principles
COREQUISITE(S)	Nil
DURATION	One teaching period
CREDIT POINTS	15

OBJECTIVES

Students completing this unit will have demonstrated achievement of the following objectives:

Knowledge

- to understand the role of managerial skills in achieving optimal management performance for the individual
- to understand the role of managerial skills in enabling employees to reach their maximum potential
- to understand of the significance of effective communication skills within the managerial role

Skills

- to apply the knowledge gained in experiential workshops
- to enhance skills in verbal, non-verbal and written communication
- to improve personal skill levels in various managerial functions
- to develop insight into personal behaviour and the behaviour of others in the organisational setting

Values/Attitudes

- to appreciate the role of managerial skills in effective management practice
- to appreciate the interrelationship of theory and practice in management
- to value diversity in the workplace
- to appreciate the changes taking place in organisational structures require
- specialised management and communication skills

CONTENT

The content of this unit will cover the following areas:

- **Presentation Skills** (Giving presentations, Communication - Verbal and Non-verbal, Reflective Listening, Assertion)
- **Managing Personal Performance** (Leadership, Time Management, Goal Setting, Managing Yourself)
- **Supervisory Skills** (Motivation, Delegation, Feedback and Performance Appraisal)
- **Group Interacting and Influencing Skills** (Conflict Management, Negotiation, Building Teams, Managing Diversity)

LEARNING TASKS AND ASSESSMENT

Learning tasks	Learning products	Weighting
Development of Learning Contract and Action Plan	Written assignment	10-20%
Writing, research and reflection	Essay/report based on Learning Contract	20-30%
Group work and preparation for group presentation	Group Presentation of case study <ul style="list-style-type: none">• Group• Individual	20-30%
Skills development	Participation in workshops	10%
Lecture and workshop revision	Examination	30%

Additional Assessment Criteria

Students should attend all tutorials/seminars. Where students attend less than 80% of these classes, they may be asked to demonstrate they have not been disadvantaged by their absence by undertaking additional assessment.

To achieve a pass in this unit all assessable tasks must be submitted. To achieve a pass in this unit a minimum 50% must be achieved in the examination, and an average pass grade achieved on all other assessable tasks in the above table.

METHODOLOGY

Lectures (one hour per week), and tutorials/workshops (two hours per week).

REFERENCES

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- Lussier, R.N. (1993). *Human relations in organizations: A skill-building approach*. (2nd ed.). Homewood, Illinois: Richard D. Irwin Inc.
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