

GENERAL INFORMATION		
Course coordinator	Kristina Črnjar, Ph.D., Full Professor	
Course title	Management Skills	
Study programme	University undergraduate study programme Business Economics in Tourism and Hospitality	
Course status	Elective	
Year	4 th	
ECTS credits and form of instruction	ECTS credits	3
	Number of hours (L+P+S)	30 (15+0+15)
COURSE DESCRIPTION		
1.1. Course objectives		
The aim of this course is to develop students' managerial competencies through the acquisition and application of contemporary management skills, techniques, and tools. Learning is supported through team-based learning, case studies and other interactive teaching methods that foster critical thinking and practical problem-solving skills.		
1.2. Course enrolment requirements		
None.		
1.3. Expected course learning outcomes		
After passing this exam, students will be able to: 1. Correctly interpret management skills, techniques, and tools. 2. Apply management skills in solving problems within a company. 3. Identify, justify, and propose solutions to problems arising as a consequence of poor employee management.		
1.4. Course content		
Introduction to management skills and managerial effectiveness. Developing self-awareness and personal effectiveness. Managing stress and personal resilience. Analytical and creative problem-solving and decision-making. Supportive communication and interpersonal skills. Power, influence, and managerial leadership. Motivating employees and managing performance. Empowerment and delegation. Conflict management and negotiation skills. Building and leading effective teams. Intercultural and diversity management. Leading organizational change. Conducting meetings, presentations, and managerial interviews.		
1.5. Types of teaching (add an 'X')	☒ lectures ☒ seminars and workshops ☐ practicals ☒ distance learning ☐ field-based learning	☒ independent tasks ☐ multimedia and network ☐ laboratory ☒ mentoring work ☐ other _____
1.6. Students' obligations		
Arising from monitoring student's work and their engagement at course.		

1.7. Monitoring students' work

Course attendance	1	Activity / Participation		Seminar paper		Experimental work	
Written exam	0,5	Oral exam		Essay		Research	
Project	0,9	Continuous assessment	0,6	Report		Practice	
Portfolio							

1.8. Assessment and evaluation of student work during classes and at the final exam

Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management. For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.

1.9. Essential reading and the number of copies provided in relation to the current number of course participants

Title	Number of copies	Number of students
David, A. and Whetten, C., 2023. Developing Management Skills, Global Edition. Essex: Pearson Education	0	

1.10. Additional reading

1. Levesque, L.L., 2024. People Management Skills in Practice. Oxon: Routledge
2. Caproni, P., 2011. Management Skills for Everyday Life (3rd ed.). London: Pearson.
3. Hunsaker, P.L., 2005. Management - A Skills Approach. New York: Pearson Prentice Hall.

1.11. Quality monitoring methods ensuring the acquisition of expected knowledge, skills and competencies

The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.