



POLITÉCNICA

INTERNATIONAL  
CAMPUS OF  
EXCELLENCE

COORDINATION PROCESS OF  
LEARNING ACTIVITIES  
PR/CL/001



E.T.S. de Ingenieros  
Informaticos

# ANX-PR/CL/001-01

## LEARNING GUIDE

### SUBJECT

**103000644 - Relation And Communication Personal Skills**

### DEGREE PROGRAMME

10AN - Master Universitario en Ingenieria Informatica

### ACADEMIC YEAR & SEMESTER

2020/21 - Semester 1

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DRAFT VERSION

## 1. Description

### 1.1. Subject details

<b>Name of the subject</b>	103000644 - Relation And Communication Personal Skills
<b>No of credits</b>	4.5 ECTS
<b>Type</b>	Optional
<b>Academic year of the programme</b>	Second year
<b>Semester of tuition</b>	Semester 3
<b>Tuition period</b>	September-January
<b>Tuition languages</b>	English
<b>Degree programme</b>	10AN - Master Universitario en Ingeniería Informática
<b>Centre</b>	10 - Escuela Técnica Superior de Ingenieros Informáticos
<b>Academic year</b>	2020-21

## 2. Faculty

### 2.1. Faculty members with subject teaching role

<b>Name and surname</b>	<b>Office/Room</b>	<b>Email</b>	<b>Tutoring hours *</b>
Susana Muñoz Hernandez (Subject coordinator)	D2310	susana.munoz@upm.es	Tu - 14:00 - 16:00 Th - 10:00 - 12:00 F - 12:00 - 14:00 To arrange an appointment it is mandatory to send an email in advance to susana@fi.upm.es.

Santiago Eibe Garcia	D2311	santiago.eibe@upm.es	M - 12:00 - 13:30 M - 15:30 - 17:00 W - 15:00 - 16:30 Th - 15:30 - 17:00 To arrange an appointment it is mandatory to send an email in advance to susana@fi.upm.es or to seibe@fi.upm.es.
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\* The tutoring schedule is indicative and subject to possible changes. Please check tutoring times with the faculty member in charge.

### 3. Prior knowledge recommended to take the subject

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#### 3.1. Recommended (passed) subjects

The subject - recommended (passed), are not defined.

#### 3.2. Other recommended learning outcomes

- Knowledge of English language to be able to follow the class and participate.

## 4. Skills and learning outcomes \*

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### 4.1. Skills to be learned

CB6 - Poseer y comprender conocimientos que aporten una base u oportunidad de ser originales en el desarrollo y/o aplicación de ideas, a menudo en un contexto de investigación

CB7 - Que los estudiantes sepan aplicar los conocimientos adquiridos y su capacidad de resolución de problemas en entornos nuevos o poco conocidos dentro de contextos más amplios (o multidisciplinares) relacionados con su área de estudio

CB8 - Que los estudiantes sean capaces de integrar conocimientos y enfrentarse a la complejidad de formular juicios a partir de una información que, siendo incompleta o limitada, incluya reflexiones sobre las responsabilidades sociales y éticas vinculadas a la aplicación de sus conocimientos y juicios

CB9 - Que los estudiantes sepan comunicar sus conclusiones y los conocimientos y razones últimas que las sustentan a públicos especializados y no especializados de un modo claro y sin ambigüedades

CG13 - Habilidades de gestión y capacidad de liderar un equipo que puede estar integrado por disciplinas y niveles distintos

CG14 - Capacidad de trabajar y comunicarse también en contextos internacionales

CG18 - Capacidad para dirigir, planificar y supervisar equipos multidisciplinares

CG6 - Capacidad de pensamiento creativo con el objetivo de desarrollar enfoques y métodos nuevos y originales

## 4.2. Learning outcomes

RA162 - Mejora de las capacidades de comunicación del alumno.

RA161 - Mejora de las capacidades de planificación de comunicación

RA127 - Exposición y defensa de la solución propuesta de un modo claro y sin ambigüedades ante un público especializado y no especializado

\* The Learning Guides should reflect the Skills and Learning Outcomes in the same way as indicated in the Degree Verification Memory. For this reason, they have not been translated into English and appear in Spanish.

## 5. Brief description of the subject and syllabus

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### 5.1. Brief description of the subject

#### Outline

Within the sphere of business, research or development and cooperation, finishing a project successfully depends on several factors. So does efficiency and effectiveness of the project. One of the most important of these factors is the human factor. Communication and management skills, together with the relationship between workgroup members are some of the deciding elements for developing a well-done job. Social skills are a key aspect during the development of a task in an environment where the different members don't necessarily need to share the same characteristics.

#### Learning Goals

This course studies in depth the factors that determine the human skills for managing and administering a work group, aside from its supervision and smooth running assurance. It will emphasize the importance of communication (motivational, negotiation) and self-control processes, as well as the methods connected to the decision-making processes and team management abilities (leadership, conflict mediation, etc.).

## 5.2. Syllabus

### 1. Introduction

1.1. Motivation I3

1.2. Topics Definition I3, I1

### 2. Communication Basis

2.1. Communication I1, I2, I4

2.2. Relation I1, I2, I4

2.3. Team Group I1, I2, I4

### 3. Personal Skills

3.1. Assertiveness I1, I2, I4

3.2. Negotiation I1, I2, I4

3.3. Conflict Solving I1, I2, I4

3.4. Intercultural differences management I1, I2, I4

3.5. Time Management I1, I2, I4

3.6. Body Language & Non verbal communication I1, I2, I4

3.7. Public Presentations I1, I2, I4

3.8. Meeting Management I1, I2, I4

3.9. Emotional Intelligence I1, I2, I4

3.10. Motivation I1, I2, I4

3.11. Coaching I1, I2, I4

3.12. Social Engineering I1, I2, I4

3.13. Creativity I1, I2, I4

3.14. Leadership I1, I2, I4

## 6. Schedule

### 6.1. Subject schedule\*

Week	Face-to-face classroom activities	Face-to-face laboratory activities	Distant / On-line	Assessment activities
1	<b>Section 1.1 and Section 1.2</b> Duration: 02:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities		<b>Section 1.1 and Section 1.2</b> Duration: 02:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities	<b>Participation in class discussions Topic selection</b> Individual presentation Continuous assessment Presential Duration: 01:00
2	<b>Section 2.1</b> Duration: 02:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities		<b>Section 2.1</b> Duration: 02:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities	<b>Participation in class discussions Topic selection</b> Individual presentation Continuous assessment Presential Duration: 01:00
3	<b>Section 2.2</b> Duration: 02:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities		<b>Section 2.2</b> Duration: 02:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities	<b>Participation in class discussions. Group organization</b> Individual work Continuous assessment Presential Duration: 01:00
4	<b>Section 3.1, Section 3.6 and Section 3.7</b> Duration: 01:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities		<b>Section 3.1, Section 3.6 and Section 3.7</b> Duration: 01:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities	<b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00
5	<b>Section 3.2, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities		<b>Section 3.2, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities	<b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00
6	<b>Section 3.3, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities		<b>Section 3.3, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture  <b>Individual work and group work.</b> Duration: 01:00 Cooperative activities	<b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00



7	<p><b>Section 3.4, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.4, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>
8	<p><b>Section 3.5, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.5, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>
9	<p><b>Section 3.8, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.8, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>
10	<p><b>Section 3.9, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.9, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>
11	<p><b>Section 3.10, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.10, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>
12	<p><b>Section 3.11, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.11, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>
13	<p><b>Section 3.12, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.12, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>
14	<p><b>Section 3.13, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>		<p><b>Section 3.13, Section 3.6 and Section 3.7.</b> Duration: 01:00 Lecture</p> <p><b>Individual work and group work.</b> Duration: 01:00 Cooperative activities</p>	<p><b>Participation in class discussions.</b> Individual presentation Continuous assessment Presential Duration: 02:00</p>

15				<p><b>Work and Presentation evaluation</b> Individual work Continuous assessment Presential Duration: 02:00</p> <p><b>Work about the topic of the course that the professor propose to the student previously.</b> Individual work Final examination Presential Duration: 01:00</p> <p><b>Feedback about other presentations provided by the professor.</b> Individual presentation Final examination Presential Duration: 02:00</p> <p><b>Oral presentations about some topics selected in advance by the professor.</b> Individual presentation Final examination Presential Duration: 04:00</p>
16				
17				

Depending on the programme study plan, total values will be calculated according to the ECTS credit unit as 26/27 hours of student face-to-face contact and independent study time.

\* The schedule is based on an a priori planning of the subject; it might be modified during the academic year, especially considering the COVID19 evolution.

## 7. Activities and assessment criteria

### 7.1. Assessment activities

#### 7.1.1. Continuous assessment

Week	Description	Modality	Type	Duration	Weight	Minimum grade	Evaluated skills
1	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG14 CB6 CB7
2	Participation in class discussions Topic selection	Individual presentation	Face-to-face	01:00	5%	0 / 10	CG14 CB6 CB7
3	Participation in class discussions. Group organization	Individual work	Face-to-face	01:00	5%	0 / 10	CB8 CB6 CB7 CB9 CG6 CG14 CG13
4	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CB8 CB6 CB7 CB9 CG6 CG18 CG13 CG14
5	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG18 CG13 CB8 CB6 CB7 CB9 CG6 CG14
6	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18

7	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18
8	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18
9	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18
10	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18
11	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18
12	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18

13	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18
14	Participation in class discussions.	Individual presentation	Face-to-face	02:00	5%	5 / 10	CG13 CB8 CB6 CB7 CB9 CG6 CG14 CG18
15	Work and Presentation evaluation	Individual work	Face-to-face	02:00	30%	0 / 10	CG18 CG13 CB8 CB6 CB7 CB9 CG6 CG14

### 7.1.2. Final examination

Week	Description	Modality	Type	Duration	Weight	Minimum grade	Evaluated skills
15	Work about the topic of the course that the professor propose to the student previously.	Individual work	Face-to-face	01:00	30%	0 / 10	CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14
15	Feedback about other presentations provided by the professor.	Individual presentation	Face-to-face	02:00	30%	5 / 10	CB8 CB6 CB7 CB9 CG6
15	Oral presentations about some topics selected in advance by the professor.	Individual presentation	Face-to-face	04:00	40%	5 / 10	CG13 CB8 CB9

### 7.1.3. Referred (re-sit) examination

Description	Modality	Type	Duration	Weight	Minimum grade	Evaluated skills
Oral presentations about some topics selected in advance by the professor.	Individual presentation	Face-to-face	02:00	40%	5 / 10	CG13 CB8 CB9
Feedback about other presentations provided by the professor.	Individual presentation	Face-to-face	02:00	30%	5 / 10	CB6 CB7 CG18 CB8 CG6
Work about the topic of the course that the professor propose to the student previously.	Individual work	Face-to-face	04:00	30%	5 / 10	CG18 CB8 CG13 CB6 CB7 CB9 CG6 CG14

## 7.2. Assessment criteria

The attendance to the classes (presential or online according to the sanitary authorities recommendation) is mandatory. A high number of absents classes will be enough for failing the course.

The final grade will be calculated taking into account:

- the participation of the students during the classes. Specially during the discussions,
- the work that the students should prepare related one of the topics of the course,
- the presentation in public of that work and
- the feedback to the classmates during the presentations of the rest of students.

## 8. Teaching resources

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### 8.1. Teaching resources for the subject

Name	Type	Notes
Recommended reading	Bibliography	Recommended books and references related to the topics included in the program of the course. Some of them listed in the course web site.
Course web site	Web resource	<a href="http://babel.ls.fi.upm.es/~susana/teaching/Gestion/">http://babel.ls.fi.upm.es/~susana/teaching/Gestion/</a>
Moodle site	Web resource	<a href="http://moodle.upm.es/titulaciones/oficiales/course/view.php?id=882">http://moodle.upm.es/titulaciones/oficiales/course/view.php?id=882</a>
Equipment for presentations	Equipment	Beamer, speakers, blackboard.
Library	Equipment	Library for consulting reference books and papers.
Group work room	Equipment	Room for working in group.
Classroom	Equipment	Classroom for the presential classes and the presentations.

## 9. Other information

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### 9.1. Other information about the subject