

ELMS M415 Managing People and Service Relationship

Syllabus

Administrative information

Instructor(s): Prof. Wafa Hammedi

Quadrimester: first (Q1)

Number of credits and teaching hours: 5 credits / 30 hours

Language: English

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Learning outcomes

This course objective is to enable students to acquire interpersonal skills and theoretical references in a progressive and reflective way in order to work effectively and responsibly in the field of interpersonal service (customer service, consulting service, team management ...).

Content

The classes and the reading material approach successively the following issues: participate in collective dynamics (communication, group dynamics and team work); being mandate to act (representation, mediation and negotiation); and power concerning interpersonal communication (authority, leadership, management methods).

The following topics will be covered:

- Corporate culture & service culture
- Leadership and management skills
- Promote teamwork
- Employees' satisfaction
- Employees' retention (through inclusion in company's vision, measurement and rewards of strong performers, etc.)
- Employees' productivity

- Emotional labour & strategies for managing emotional labour
- Sources of conflict (interpersonal and interorganizational)
- Quality/productivity trade-offs
- Employees' management: to hire the right employees, to evaluate performance, to train & empower employees for technical and interactive skills and negotiation
- Provide needed support systems
- Complaining management

Exercices

Two "green" days are organized. They allow the student to acquire, in a reflexive manner, the main interpersonal management analysis frameworks. It is not a question of receiving a course in the "classic" sense of the term, but rather of seizing an opportunity to experiment and train between peers, under the supervision of the teacher. Therefore various immersion and situational exercises are proposed. The aim is to make students aware of different dimensions of this problem: working in a team, acting under a mandate, establishing and maintaining a relationship of trust, negotiating individually or in a group, etc. It is also during these two days that students collect the material necessary for the realization of their personal work. The presence of students during these two days is mandatory.

Evaluation

The evaluation of students is made by means of a group work and a final oral examination on the theoretical concepts.

Teaching method

The course devotes a large space to the reflexive experimentation of practices and modes of interpersonal relations management. That is why the lessons are organized around two "green" days, during which different exercises are offered under supervision of the teacher. This learning is accompanied by the presentation and the proposal (in the reading portfolio) of theoretical frameworks that help the student to appropriate these experiences and to generalize them.

References

- Didier Anzieu et Jacques-Yves Martin, La dynamique des groupes restreints, P.U.F (1^{er} édition Quadrige) 2007.
- Eugène Enriquez, L'organisation en analyse, Paris : Puf. - Robert Chialdini, Influence & Manipulation, First.
- André Guittet, L'entretien, Paris : Armand Colin, 1997. - Robert-Vincent Joulet et Jean-Léon Beauvois, La soumission Librement consentie. Comment amener les gens à faire librement ce qu'ils doivent faire, Paris : P.U.F., 1998.

- Robert Muchielli, Le travail en équipe, Issy-les-Moulineaux : ESF.
- F. Petit et M. Dubois, Introduction à la psychosociologie des organisations, Paris : Dunod, pp. 67-87.
- André Guittet, L'entretien, Paris : Armand Colin, 1997.
- Robert-Vincent Joulet et Jean-Léon Beauvois, La soumission Librement consentie. Comment amener les gens à faire librement ce qu'ils doivent faire, Paris : P.U.F., 1998.