

COURSE TITLE	ORGANIZATIONAL SKILL IN SERVICE INDUSTRIES
COURSE CODE	04MB0228
COURSE CREDITS	2

Course Outcomes: After completion of this course, student will be able to:

- 1 Understand workplace management and mental health by analyzing responsibilities, challenges, and leadership qualities, and implementing stress management techniques for productivity and well-being.
- 2 Apply conflict management strategies to identify and solve organizational conflicts using critical thinking skills.
- 3 Evaluate decision-making processes through general and specific strategies, behavioral models, and contingency planning
- 4 Assess teamwork dynamics, identify weaknesses, and implement corrective procedures for enhanced performance
- 5 Synthesize management, mental health, critical thinking, decision making, collaboration, and teamwork concepts to formulate plans for a positive work environment and innovative solutions to workplace challenges

Pre-requisite of course: Understanding of basic business concepts such as organizational structure, customer service, and employee management.

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
2	0	0	50	30	20	0	0

Contents : Unit	Topics	Contact Hours
1	Preparing for Management & Mental Health at Workplace, Conflict Management Understanding the responsibilities: Exploring the role and responsibilities of managers in the workplace., Challenges & Barriers: Identifying common challenges and barriers faced in management roles., Leadership Qualities: Developing essential leadership qualities for effective management., Stress Management: Strategies for managing stress in the workplace, Fatigue Management: Techniques for managing and preventing fatigue in the workplace., Flexible/Smart Working: Adapting to flexible and smart working practices., Identifying the Various Problems: Recognizing and addressing various workplace issues., Planning & Strategies: Developing effective planning and strategies for workplace management., Critiquing & Problem Solving: Analyzing and solving problems through critical thinking and evaluation	15

Contents : Unit	Topics	Contact Hours
2	Critical Thinking & Decision Making, Collaboration & Teamwork Approach to Critical Thinking: Understanding the process of critical thinking in decision-making, General & Specific Strategies: Utilizing general and specific strategies for critical thinking., Behavioral Decision Making: Exploring the behavioral aspects of decision-making., Contingency Models: Applying contingency models in decision-making processes., Coordination & Initiative: Promoting coordination and taking initiative in teamwork., Correcting Procedures: Implementing corrective procedures in decision-making., Importance of Teamwork & Team Building: Emphasizing the significance of teamwork and fostering team building., Identifying & overcoming the weaknesses in a Team: Recognizing and addressing weaknesses within a team to enhance performance	15
Total Hours		30

Textbook :

- 1 Principles of Business organization and Management , P.N. Reddy, S.Chand (G/L) & Company Ltd., 2011
- 2 Management, James A.F. Stoner, Pearson Education, 2018

References:

- 1 Principles of Management , Principles of Management , L.M. Prasad, Sultan Chand & Sons, 2015

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
10.00	10.00	20.00	20.00	20.00	20.00

Instructional Method:

- 1 Interactive Workshops Case Studies Role-playing Exercises Group Projects