



**SUBJECT SYLLABUS
ACADEMIC OVERVIEW**

INTERNATIONAL SCHOOL OF ECONOMIC & ADMINISTRATIVE SCIENCES

SUBJECT NAME AND CODE: Service Leadership
PROGRAM: Bachelor of Administration & Service (BA&S)
LEVEL OF STUDY: Undergraduate Program

GENERAL ACADEMIC INFORMATION			
LATEST UPDATE	2016-2		
ACADEMIC AREA	Quality & Service		
SEMESTER	Sixth		
SUBJECT TYPE	Mandatory		
CREDIT POINTS	2		
CLASSROOM HOURS PER WEEK	2		
PRE-REQUISITES	None		
LANGUAGE	Spanish		
INTERNATIONAL CONTENT	<ul style="list-style-type: none"> • Reading materials include international journal articles • Readings in foreign languages • Development of research tasks about intercultural aspects • International cases are used and compared against national reality • Development of projects with international or intercultural focus • International bibliography is used 		
COURSE DETAILS			
COURSE DESCRIPTION	<p>To develop the capacity to have a comprehensive sight, that extends the limits to understand and know service in space and in time to favor people and their surroundings. To improve the communication capacity to exchange and express by appreciating the significance of privileging listening, good speech, and corporal and verbal language. To use questioning, silence and the construction of a clear, simple and assertive speech. To provide the knowledge and tools for successfully achieving the organization's goals and to encourage its colleagues to achieve them too. To consolidate the development of values and virtues that will lead the student to be a thinking, talking and acting model of coherence. To apply the solid and structured acquired knowledge of service, and learn to convey it empathically and cordially.</p>		
COMPETENCES DEVELOPED	Competence	Emphasis	Intended Learning Outcome (ILO)*

Being able to see new trends, changes and amendments that allow to apply the service knowledge to benefit individuals and organizations	Skills	ILO 01 ILO 02 ILO 04 ILO05 BA&S ILO06 BA&S ILO07 BA&S ILO08
Contributing to achieving the organization's goals, motivating its colleagues to do it too.	Context	ILO01 ILO02 ILO04 ILO05 BA&S ILO06 BA&S ILO07 BA&S ILO08
Solving doubts and conflicts by maintaining an internal state of excellence and promoting it among its colleagues, to generate environments of well-being.	Context	ILO01 ILO02 ILO04 ILO05 BA&S ILO06 BA&S ILO07 BA&S ILO08

*** Intended Learning Outcome**

ILO01: Global Vision: Demonstrate an understanding of multicultural environments both in local and global contexts.

ILO02: Critical Thinking: Evaluate information using critical and analytical reasoning to address changing economic and business situations.

ILO03: Teamwork: Understand and work with others of different backgrounds to solve problems, develop meaningful relationships, and share knowledge.

ILO04: Ethics & Social Responsibility: Demonstrate awareness of ethical issues in business environments and contribute to the improvement of social conditions.

ILO05: Understand principles and concepts of administration: Demonstrate specific knowledge in the field according to the level of study (Bachelor).

BA&S ILO06: Understand the needs of people and organizations as well as the tendencies of service and hospitality, which prevail in the marketplace in order to design solutions that satisfy the needs of both internal and external customers.

BA&S ILO07: Understand transformational leadership to improve organizations and human resource development.

	BA&S ILO08: Communication: Communicate effectively in written and spoken manner in Spanish and English and three levels of third language.
COURSE CONTENTS	<p>I. Origin, chronology, history and theory of leadership: Aristotle, Archimedes, Plato, etc.</p> <p>II. Leadership & Service: Person. Personal psychology (Luis M. Huete). Talent (elements). Purpose.</p> <p>III. Leader and relationships: Building relationships. The role of the conversation. Improving relationships.</p> <p>IV. The leader and his team.</p> <p>V. The leader and organization. (Service culture)</p>
METHODOLOGY	<p>Case study</p> <p>Workshop</p> <p>Students' Presentations</p> <p>Practical Exercises</p> <p>Field Work</p>
ASSESSMENT	<p>The evaluation system used will allow the teacher to verify the competencies' development degree reached by the students.</p> <p>C1 will be assessed through workshops, quizzes, and written tests.</p> <p>C2 and C3 will be assessed through case studies and applied work (Project-based learning).</p> <ul style="list-style-type: none"> • Attendance, participation (contributions) and class presentation. • Applied exercises. • Written tests. • Final and applied work.