

SUBJECT SYLLABUS
ACADEMIC OVERVIEW
INTERNATIONAL SCHOOL OF ECONOMIC & ADMINISTRATIVE SCIENCES

COURSE NAME AND CODE: Service Leadership (962604)

PROGRAM:

Bachelor of Administration & Service (BA&S)

LEVEL OF STUDY: Undergraduate Programme

GENERAL ACADEMIC INFORMATION				
LATEST UPDATE	2020-2			
ACADEMIC DEPARTMENT	Administration & Organizations			
SUBJECT TYPE	Mandatory			
LANGUAGE	Spanish			
SEMESTER	Programme BA&S	Semester 1		
NUMBER OF ACADEMIC CREDITS	2			
HOURS OF ACADEMIC WORK	96	CONTACT HOURS	32	HOURS OF INDEPENDENT/AUTONOMOUS WORK 64
LEARNING PREREQUISITES	N/A			
INTERNATIONAL	<ul style="list-style-type: none"> • National and international standards, policies, regulations and mores related to the professional field. • Vocabulary and technical language to communicate in different cultural contexts. • International guests 			

COMPONENT						
SUSTAINABLE DEVELOPMENT GOALS (SDG)	4. Quality Education					
COURSE DETAILS						
COURSE DESCRIPTION	The course develops the students global vision and leadership analytics which allows them to think, feel, and act as service leaders that add value for the benefit of all the stakeholders which make up an organization. Leadership is understood as a role that everyone can exert in their work path in an efficient and ethical way.					
KEY WORDS: Administration, Administrative process, Functional areas, Administrative Thinking						
COMPETENCES DEVELOPED	EICEA ILOS or Programme ILOS	Course ILOS	Type	Content	Teaching and Learning strategy	Assessment Method
	ILO01 BA&S ILO08	Develop an analytical and practical vision about leadership and service management which allows for the student to envision themselves as an attentive leader which generates benefits for people and organizations.	Skill	1. The challenges of leaders in a current context Leadership and service management	Collaborative Based Learning	Formative Assessment and Summative Assessment

	ILO02 ILO06	Appropriate the concepts and contemporary existing theories about leadership, leaders, followers, and contingency product variables of studies developed from an organizational behavior point of view.	Knowledge Skill	2. Leadership, conceptualization and development Leadership theories and models Trends of development in the XXIst century 2.1. Leadership characteristics 2.2. Understanding the situation and what leaders do during contingencies 2.3. Contemporary leadership styles 2.4. Leaders and contemporary followers	Theoretical Class Observation Based Learning	Formative Assessment and Summative Assessment Formative Assessment
	ILO03	Identify and optimize the skills as leaders to contribute to the achievements of objectives in an organization and its collaborators through an environment of respect, motivation, and well-being.	Skill	3. Interpersonal abilities: the leader its relationship with itself. - Self-knowledge - Resilience - Emotional Intelligence	Experimentation Based Learning	Formative Assessment
	ILO04	Identify and optimize the skills as leaders to contribute to the achievements of objectives in an organization and its collaborators through an environment of respect, motivation, and well-being.	Skill	4. Interpersonal leadership skills: the leader and its relationship with others. - Relationship building - Decision taking - Social intelligence	Discovery Based Learning	Summative Assessment
	BA&S ILO07	Identify and optimize skills as a leader to design and manage a service management culture inside organizations	Knowledge	5. Strategic skills: the leader and the organization. - Service Culture - Change management	Projects Based Learning	Formative Assessment and Summative Assessment

	<p>ILO03: Teamwork: Understand and work with others of different backgrounds to solve problems, develop meaningful relationships, and share knowledge.</p> <p>ILO04: Ethics & Social Responsibility: Demonstrate awareness of ethical issues in business environments and contribute to the improvement of social conditions.</p> <p>ILO06: Understand principles and concepts of administration: Demonstrate specific knowledge in the field according to the level of study (Bachelor). (NO APLICA PARA GASTRO Y ECONOMIA)</p> <p>BA&S ILO07: 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.</p> <p>BA&S ILO08: Understand transformational leadership to improve organizations and human resource development.</p>
Bibliography	<ol style="list-style-type: none"> 1. Acosta, H., Salanova, M., Llorens, S. (2011). ¿Cómo Predicen las Prácticas Organizacionales el Engagement en el Trabajo en Equipo?: El Rol de la Confianza Organizacional. <i>Ciencia & trabajo</i>, 41, 125-134. 2. Barbosa Ramírez, Lucía Carolina (2013). Liderazgo e inteligencia emocional en personas que desempeñan jefaturas en empresas de Bogotá, Universidad y Empresa No. 25, pp. 87-106. 3. Barbosa R. et al (2009) Transformaciones en la Percepción de la Cultura Organizacional Generadas por los Cambios Implementados en el Manejo Gerencial en una Institución Prestadora de Servicios de Salud Mental en Bogotá. En Revista Psicogente: Vol. 12, No 21. Pág. 96-110. Junio, 2009. Barranquilla, Colombia. 4. Blanchard, K. H., Fowler, S., & Hawkins, L. (2006). El autoliderazgo y el ejecutivo al minuto: Cómo aumentar la eficiencia mediante el autoliderazgo situacional: ¡descubra la magia de eliminar las excusas! Barcelona: Granica. 5. Brown, M. and Mitchell, M. (2010). Ethical and Unethical Leadership: Exploring New Avenues for Future Research. <i>Business Ethics Quarterly</i> 20:4 (October 2010); ISSN 1052-150X pp. 583–616 6. Cardona P. y Wilkinson. (2006). Trabajo en equipo. Universidad de Navarra. Ocasional Paper. op No 07/10. Diciembre. 7. Clancy, S. (2007). ¿Por qué no hay más mujeres en la cima de la escala corporativa: ¿debido a estereotipos, a diferencias biológicas o a escogencias personales? <i>Academia, Revista Latinoamericana de Administración</i>, 38, 1-8. 8. Contreras, F., & Barbosa, D. (2013). Del liderazgo transaccional al liderazgo transformacional: Implicaciones para el cambio organizacional. <i>Revista Virtual Universidad Católica Del Norte</i> 39, 152 – 164 9. Lovelock, C., Reynoso, J., D'Andrea, G., Huete, L., Sánchez, C. (2011) Administración de servicios: estrategias para la creación de valor en el nuevo paradigma de los negocios. (Sánchez Carrión, M., Trad.). México: Pearson Educación. 10. Huete, L. y García, J. (2015). Liderar para el bien común. Colección acción empresarial. LID Editorial Empresarial. Madrid, España. 11. Soupios, M.A., Mourdoukoutas, P. (2015). Las 10 reglas de oro del liderazgo. Sabiduría clásica para líderes modernos. Ediciones Urano, S.A.U. Empresa activa. Barcelona, España.

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| | <p>12. Molero, F. (2002). Cultura y liderazgo. Una relación multifacética. <i>Boletín de Psicología</i>, 76, 53-75.</p> <p>Moreno, C. (2004). Claves para el liderazgo ético. <i>Capital Humano</i> No 183. p.p. 84. diciembre de 2004.</p> <p>13. Northouse, P. G. (2013). <i>Leadership: Theory and practice</i>. Sage Publications.</p> <p>14. Rodríguez-Ponce, E. Pedraja-Rejas, L. y Ganga-Contreras, F. (2017). La relación entre los estilos de liderazgo y el desempeño de los equipos de dirección intermedia: un estudio exploratorio desde Chile. <i>Contabilidad y Negocios</i> (12) 23, 2017, pp. 129-144 / ISSN 1992-1896</p> <p>15. Tyagi, R. K., & Gupta, P. (2008). A complete and balanced service scorecard: Creating value through sustained performance improvement. NJ: FT Press.</p> <p>Yarce, J. (2014). <i>Liderazgo para servir</i>. Bogotá: Instituto Latinoamericano de Liderazgo.</p> <p>16. Artículos de Harvard Business Review. Base de datos. Universidad de La Sabana.</p> <p>Artículos de Deusto Business Review. Base de datos. Universidad de La Sabana.</p> |
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