**Management - SYLLABUS TO THE SUBJECT/SYLABUS DO PRZEDMIOTU**

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| --- | --- |
| Item Name/Nazwa przedmiotu | **Managerial Psychology** |
| Direction/Kierunek | **Management** |
| Form of study/Forma studiów | **Stationary** |
| Level of education/Poziom kształcenia | **Second degree** |
| Year/Rok | **1** |
| Semester/Semestr | **I** |
| Guide unit/Jednostka prowadząca | **Department of Applied Sociology and Human Resources Management** |
| Drafter/Osoba sporządzająca | **dr Ewelina Krzyżowska** |
| Profile/Profil | **General academic** |
| Number of ECTS credits/Liczba punktów ECTS | **3** |

**TYPE OF CLASSES - NUMBER OF HOURS PER SEMESTER?RODZAJ ZAJĘĆ – LICZBA GODZIN W SEMESTRZE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Lecture/Wykład | Exercise/Ćwiczenia | Laboratory/Laboratorium | Project/Projekt | Seminar/Seminarium |
| **15** | **30** |  |  |  |

**COURSE DESCRIPTION/OPIS PRZEDMIOTU**

**PURPOSE OF THE COURSE/CEL PRZEDMIOTU**

**C1.** To present the students with the issues and problems in the field of managerial psychology with particular emphasis on the processes related to the management of a team of employees.

**C2.** To develop the ability to understand the psychological basis of employee behavior and managerial behavior.

**PREREQUISITES FOR KNOWLEDGE, SKILLS AND OTHER COMPETENCIES/WYMAGANIA WSTĘPNE W ZAKRESIE WIEDZY, UMIEJĘTNOŚCI I INNYCH KOMPETENCJI**

**1.** The student is able to characterize basic human organizational behavior occurring in work situations.

**2.** The student has basic knowledge of management and socio-cultural conditions determining personnel policy.

**3.** The student has basic knowledge of the functioning of social groups, norms and patterns of behavior.

**4.** The student has general knowledge of personality and its impact on the processes of human perception, motivation, communication and learning.

**LEARNING OUTCOMES/EFEKTY UCZENIA SIĘ**

**EU 1** – The student is able to identify and characterize the psychological determinants of human behavior in the organization.

**EU2 -** The student is able to present managerial skills of building employee teams and leading an employee team.

**EU3 -** The student is able to explain the psychological aspects of management situations and social skills of a manager.

**EU4 -** The student is able to analyze dysfunctional organizational phenomena and identify managerial skills to counteract these problems.

**CURRICULUM CONTENT/TREŚCI PROGRAMOWE**

|  |  |
| --- | --- |
| **Form of classes/Forma zajęć –LECTURE/ WYKŁADY** | **Number of hours/Ilość godzin** |
| **W 1.** Managerial psychology - introduction, basic concepts. | **1** |
| **W 2-W3.** Psychological determinants of human behavior at work. Authority in a management situation. The importance of authority on the example of psychological experiments. | **2** |
| **W 4**. Personality and temperament. Selected concepts. Personality disorders. Manager's personality. | **1** |
| **W5.** Intelligence. The nature of intelligence in the management process. Multiple intelligences. Emotional intelligence. | **1** |
| **W6.** Leadership and management. Selected concepts. | **1** |
| **W7.** Psychological determinants of managerial decision-making. | **1** |
| **W8-W9.** Group processes. Structure and dynamics of group functioning in an organization. Teamwork. Group roles. | **2** |
| **W10-W11**. Stress. Psychophysiology of stress. Selected concepts of stress. Stress in the workplace. Coping with occupational stress. | **2** |
| **W12.** Conflict in the workplace. Conflict resolution strategies. | **1** |
| **W13-W15.** Pathologies in the workplace. Mobbing. Workaholism. Burnout. Test. | **3** |
| **Form of classes/Forma zajęć – EXERCISE/ĆWICZENIA** | **Number of hours/Ilość godzin** |
| **C1-C2.** Introductory classes. Presentation of the rules of conducting exercises and passing the course. Analysis of basic concepts and terms related to managerial psychology. | **2** |
| **C3-C4.** Definition of the personality profile of an effective manager. Temperament types and functioning as a manager. Personality traits of employees important in the process of building an employee team. | **2** |
| **C5-C6.** Analysis of the benefits of managing employees' emotions. Empathy in a manager's work. Using an empathetic attitude in building relationships with employees and shaping a positive work atmosphere. | **2** |
| **C7-C8.** Managerial competences and building effective employee teams. Coaching, mentoring, social competence training as ways of developing a manager's social competences. | **2** |
| **C9-C11**. Analysis of efficient interpersonal communication in an organization. Active listening as an important element of a manager's communication competence. Skills related to public speaking. Managerial skills related to conducting effective meetings. Managerial competencies useful in leading group discussions. | **3** |
| **C12-C14.** Selected skills in the field of assertiveness and the possibilities of their use in the practice of managerial activities. Analysis of one's own behavior in various social situations in terms of assertiveness. | **3** |
| **C15-C16.** Stress related to various functions performed by a manager. Ways of coping with stress at work. | **2** |
| **C17-C18.** Analysis of ways to counteract the burnout syndrome and mitigate its effects. | **2** |
| **C19-C20.** Psychological harassment in the workplace. Victims of mobbing. Psychological portrait of a mobber. The role of the manager in counteracting mobbing behavior in the organization. | **2** |
| **C21-C22**. Workaholism in modern organizations and its various effects. Supporting employees in developing a work-life balance. | **2** |
| **C23-C24**. Traits and skills of a manager to help implement change. Managerial actions to reduce employees' fear and resistance to change in the organization. | **2** |
| **C25-C26**. Managing diverse groups in the context of using their employee potential. The youngest employees and their expectations towards work and the employer. | **2** |
| **C27-C28**. Analysis of various factors affecting job satisfaction. Managerial actions to foster job satisfaction and employee loyalty. | **2** |
| **C29-C30.** Test. | **2** |

**DIDACTIC TOOLS/NARZĘDZIA DYDAKTYCZNE**

1. Audiovisual equipment
2. Manuals and scripts
3. Blackboard, chalk, markers
4. E-learning platform

**METHODS OF ASSESSMENT (F- FORMATIVE, P - SUMMATIVE)/SPOSOBY OCENY ( F – FORMUJĄCA, P – PODSUMOWUJĄCA)**

F1. Preparing a presentation, report or paper

F2. Participation in the discussion (activity during classes)

P1. Test

**STUDENT WORKLOAD/OBCIĄŻENIE PRACĄ STUDENTA**

|  |  |  |
| --- | --- | --- |
| **Form of activity/Forma aktywności** | **Average hours to complete an activity/Średnia liczba godzin na zrealizowanie aktywności** | |
| **[h]** | **ECTS** |
| Contact hours with the teacher (lecture, exercise)/Godziny kontaktowe kontaktowe z nauczycielem (wykłady, ćwiczenia) | 45 | 1,8 |
| Preparing for the exercise/Przygotowanie do ćwiczeń | 5 | 0,2 |
| Preparing to the test/ Przygotowanie do kolokwium | 10 | 0,4 |
| Reading the indicated literature/Zapoznanie się ze wskazaną literaturą | 10 | 0,4 |
| Consultations**/**Konsultacje | **5** | **0,2** |
| **TOTAL NUMBER OF ECTS POINTS FOR ITEM/SUMARYCZNA LICZBA PUNKTÓW ECTS**  **DLA PRZEDMIOTU** | **75 h** | **3 ECTS** |

**BASIC AND SUPPLEMENTARY LITERATURE/LITERATURA PODSTAWOWA I UZUPEŁNIAJĄCA**

**Basic Literature/Literatura podstawowa:**

1. Robbins S. P., Judge T. A. (2022) *Organizational behaviour*. 19th ed., Pearson.

2. Woods S., West M.A. (2022) *The Psychology of Work and Organizations*. 3rd Edition, Cengage Learning UK.

**Supplementary Literature/Literatura uzupełniająca:**

1. Goleman, D. (2019), *The Emotionally Intelligent Leader*, Harvard Business School Publishing Corporation, Boston, Massachusetts.

2. Karczewska A. (2020), *New Communication Technologies and Employees’ Well-Being in the Management of Polish Largest Companies,* [w:] Education Excellence and Innovation Management: a 2025 Vision to Sustain Economic Development during Global Challenges (red.) Soliman Khalid S., Norristown.

**INSTRUCTOR OF THE COURSE (NAME, SURNAME, E-MAIL ADDRESS)/PROWADZĄCY ZAJĘCIA**

1. dr Anna Albrychiewicz-Słocińska anna.albrychiewicz-slocinska@wz.pcz.pl

2. dr Anna Karczewska anna.karczewska@pcz.pl

**MATRIX OF THE IMPLEMENTATION OF LEARNING OUTCOMES/MACIERZ REALIZACJI EFEKTÓW UCZENIA SIĘ**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Learning Outcome/Efekt uczenia się** | **Reference an effect to program-wide defined effects/ Odniesienie danego efektu do efektów zdefiniowanych dla całego programu** | **Course objectives/Cele przedmiotu** | **Curriculum content/Treści programowe** | **Teaching tools/Narzędzia dydaktyczne** | **Method of evaluation/Sposób oceny** |
| EU 1 | K\_W01, K\_W02, K\_W08, K\_U01, K\_U07, K\_U08, K\_U010, K\_K01 | C1, C2 | W1-W9, W12-W15, C1-C8, C12-C16, C23-C26, C29-C30 | 1,2,3 | F1, F2, , P1 |
| EU 2 | K\_W01, K\_W08, K\_U01, K\_U05, K\_U07, K\_U08, K\_U09, K\_U010, K\_K02, K\_K03 | C1, C2 | W1-W9, W12, C7-C8, C25-C26, C29-C30 | 1,2,3 | F1, P1 |
| EU 3 | K\_W01, K\_W08, K\_U01, K\_U05, K\_U06, K\_U07, K\_U08, K\_U010, K\_K02, K\_K03, K\_K04 | C1, C2 | W1-W4, W6-W7, W10-W11, C9-C14, C27-C28, C29-C30 | 1,2,3 | F1, F2, P1 |
| EU 4 | K\_W01, K\_W02, K\_W08, K\_U01, K\_U04, K\_U07, K\_U08, K\_U010, K\_K01, K\_K02, K\_K05 | C1, C2 | W4, W10-W15, C15-C24, C29-C30 | 1,2,3 | F1, F2, P1 |

**FORM OF ASSESSMENT - DETAILS/FORMY OCENY – SZCZEGÓŁY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Per grade 2/**  **Na ocenę 2** | **Per grade 3/**  **Na ocenę 3** | **Per grade 4/**  **Na ocenę 4** | **Per grade 5/**  **Na ocenę 5** |
| **Effect 1/ Efekt 1** | The student can neither identify nor characterize the psychological determinants of human behavior in organizations. | The student is able to identify and characterize only selected psychological determinants of human behavior in an organization. | The student is able to identify and characterize the psychological determinants of human behavior in an organization. | The student is able to identify and characterize a variety of psychological determinants of human behavior in the organization indicating various examples. |
| **Effect 2/**  **Efekt 2** | The student does not know how to present the managerial skills of building employee teams and leading a team of employee. | The student is able to present only selected managerial skills in the field of building employee teams and leading a team of employees. | The student is able to present managerial skills in the field of building employee teams and leading a team of employees. | The student is able to present various managerial skills in the field of building employee teams and leading a team of employees, indicating various examples. |
| **Effect 3/**  **Efekt 3** | The student cannot explain the psychological aspects of the management situation and the social skills of the manager. . | The student is able to explain only a selected psychological aspect of the management situation and a selected social skill of the manager. | The student is able to explain the psychological aspects of the management situation and the social skills of the manager | The student is able to explain various psychological aspects of management situations and various social skills of a manager, giving  examples.  examples. |
| **Effect 4/**  **Efekt 4** | The student is unable to analyze dysfunctional organizational phenomena and identify managerial skills to counteract these problems. | The student is able to analyze only a selected dysfunctional organizational phenomenon and indicate a selected managerial skill that counteracts these problems. | The student is able to analyze dysfunctional organizational phenomena and identify managerial skills to counteract these problems. | The student is able to analyze variety of dysfunctional organizational phenomena and indicate various managerial skills that counteract these problems, giving examples. |

\*A 3.5 half grade is awarded in the case of full credit for the learning outcomes with a 3.0 grade, but the student has not fully absorbed the learning for a 4.0 grade. A half-grade of 4.5 is awarded in the case of full credit for the learning outcomes with a 4.0 grade, but the student has not fully assimilated the learning outcomes for a grade of 5.0./ \*Ocena połówkowa 3.5 jest wystawiana w przypadku pełnego zaliczenia efektów uczenia się na ocenę 3.0, ale student nie przyswoił w pełni uczenia się na ocenę 4.0. Ocena połówkowa 4.5 jest wystawiana w przypadku pełnego zaliczenia efektów uczenia się na ocenę 4.0, ale student nie przyswoił w pełni efektów uczenia się na ocenę 5.0.

**OTHER USEFUL INFORMAION ABOUT THE ITEM/INNE PRZYDATNE INFORMACJE O PRZEDMIOCIE**

Information where you can read presentations for classes, etc. - Information is provided during the first class and sent electronically to the addresses of individual dean’s groups./ Informacje, gdzie można zapoznać się z prezentacjami na zajęcia itp. - Informacje udzielane są podczas pierwszych zajęć i przesyłane drogą elektroniczną na adresy poszczególnych grup dziekańskich

Information on the place of classes - Information can be found on the website of the Faculty of Management and in the USOS system./ Informacja o miejscu zajęć – Informacje znajdują się na stronie internetowej Wydziału Zarządzania oraz w systemie USOS.

Information on the date of classes (day of the week/time) - Information can be found on the website of the Faculty of Management and in the USOS system./ Informacja o terminie zajęć (dzień tygodnia/godzina) – Informacje znajdują się na stronie internetowej Wydziału Zarządzania oraz w systemie USOS

Information about consultations (hours + place) - Information is given during the first classes, it is also available on the website of the Faculty of Management./ Informacje na temat godzin i miejsca konsultacji znajdują się na stronie internetowej Wydziału Zarządzania oraz podawane są na pierwszych zajęciach ze studentami.