

**COURSE DATA****Data Subject**

<b>Code</b>	35123
<b>Name</b>	Social skills and team work for tourism professionals
<b>Cycle</b>	Grade
<b>ECTS Credits</b>	6.0
<b>Academic year</b>	2021 - 2022

**Study (s)**

<b>Degree</b>	<b>Center</b>	<b>Acad. year</b>	<b>Period</b>
1317 - Degree in Tourism	Faculty of Economics	3	Second term
1926 - D.D. in Tourism-Business Management Administration	Faculty of Economics	3	Second term

**Subject-matter**

<b>Degree</b>	<b>Subject-matter</b>	<b>Character</b>
1317 - Degree in Tourism	19 - Social psychology I	Obligatory
1926 - D.D. in Tourism-Business Management Administration	4 - Asignaturas de tercer curso	Obligatory

**Coordination**

<b>Name</b>	<b>Department</b>
BERNAL SANTACREU, MARIA CONSUELO	306 - Social Psychology

**SUMMARY**

The subject Social Skills and Teamwork for Tourism Professionals (6 ECTS) is located within the matter Social Psychology I, in the Degree of Tourism Plan. It is a compulsory subject in the third year of this degree, which aims to promote the main theoretical and applied concepts related to interpersonal communication, especially concerning to the occupation of tourism professional.

The subject is raised from the perspective of analysis that brings Social Psychology, discipline belonging to the core of the Social and Behavioural Sciences. The teachers belong to the Department of Social Psychology at the University of Valencia.



The sense of this subject is the needs for professional tourism learn, apply and enforce effective procedures of relationship with other people, both in the communication with clients and in the organization of working groups.

The contents of the subject will be described in the curriculum: concept, assessment, and social skills training; social relations skills; skills for effective communication; group techniques; assertiveness training skills in the direction and management of groups; and management meetings.

## PREVIOUS KNOWLEDGE

### Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

### Other requirements

Without prerequisites.

## OUTCOMES

### 1317 - Degree in Tourism

- Understand the principles of tourism: its spatial, social, cultural, political, labour and economic dimensions.
- Understand the dynamic and evolving nature of tourism and of the new leisure society.
- Have communication skills.
- Plan and manage the human resources of tourism organisations.

## LEARNING OUTCOMES

1. Understanding the principles and the activity of tourism professional psychosocial dimensions.
- 2 - Understanding the dynamic nature of the psychosocial processes involved in the activity of tourism professional.
- 3 - Knowledge for the application of interpersonal communication techniques.
- 4 - Ability for the identification of the relational dimensions involved in the management of human resources in tourism organizations.
- 5 - Analysis and characterization of interpersonal relationships.
- 6 - Knowledge and application of social and technical skills in groups.
- 7 - Knowledge of individual and group management.



## DESCRIPTION OF CONTENTS

### 1. SOCIAL SKILLS FROM THE PSYCHOSOCIAL PERSPECTIVE

LESSON 1: Concept, characteristics and evaluation of social skills.

LESSON 2: Skills for effective communication in interpersonal relationships.

LESSON 3: Training in assertiveness.

### 2. WORKING TEAM FROM THE PSYCHOSOCIAL PERSPECTIVE

LESSON 1: Concept, characteristics and functioning of groups.

LESSON 2: Skills in the direction and management of groups.

## WORKLOAD

ACTIVITY	Hours	% To be attended
Theory classes	30,00	100
Classroom practices	30,00	100
Development of group work	35,00	0
Study and independent work	40,00	0
Readings supplementary material	15,00	0
<b>TOTAL</b>	<b>150,00</b>	

## TEACHING METHODOLOGY

The modality of classes for students will depend on the social and health conditions and the restrictions established by the competent authorities.

In the case of online teaching, classes will be given by videoconference, preferably synchronous, using Blackboard Collaborate, Teams, Skype or the tool that the lecturer considers appropriate to optimize the student's teaching-learning process during the scheduled program sessions, which remain the same days and times.

In the case of blended teaching, the students will have to access the classroom in alternate weeks according to the initial of their last name (A-M or L-Z). The classes will be broadcast so that the students will have face-to-face teaching one week, and the next week they will follow the classes in streaming.

In theoretical lessons, Master class will be used to present the contents of the subject. In any case, students will have an active role in the classes, allowing their participation.

Computer applications will be used for content submissions, with the purpose of facilitating the teaching explanation and better understanding of the students.

In addition, learning will include some individual/group exercises, as well as projection of videos, to work the theoretical content of the subject.



At the beginning of the course teachers will indicate the specific bibliographic materials to prepare the theoretical contents which will be evaluated.

Practical activities that will form part of the final score for the course will be carried out by groups of students, and will be guided by the teachers of the subject.

Teachers will attend the students, individually or in groups, on the issues concerning the contents of theoretical or practical activities.

## EVALUATION

The evaluation of student's knowledge will be 70% the theoretical topics and 30% practice. The theoretical content will be evaluated, in part, by a final examination and the same type of exam applies in second call.

The final grade of the course will be a single final score from 0 to 10 and their qualifications shall be subject to the provisions in the rules of ratings of the University of Valencia (ACGUV 12/2004).

Assistance and active participation of the students will be valued both in the classroom, the individual or group tutoring, complementary and practical activities, as well as their motivation for the quality of the learning outcomes.

### **EXAM (up to 6 points).**

Questions about theoretical aspects (up to 5 points). The examination may include any of the following types of questions: closed answer (type test, two or more alternatives for response), theoretical questions or practical cases with open answer (text written by the students). The combination, use or exclusion of each type of questions will be at the discretion of the teacher. The type of questions of the exam and the number will be determined by the teacher of the module.

### **COMPLEMENTARY ACTIVITIES (up to 1 point)**

Complementary activities which will be added to qualification of the theory part. These activities will be proposed by teachers by different ways (in the class, by virtual classroom, etc.). It is not allowed to present work out of delivery date.

### **PRACTICAL ACTIVITIES (up to 3 points).**

Practical activities will be assessed through the activities carried out in the classroom, outside the classroom and the final reports which give each group of students of the works teachers proposed and with criteria that teachers set, in accordance with the legislation in force. The teachers of the subject will determine the conditions of practical activities in second call or if it is appropriate to present them. It is not allowed to present work out of delivery date.

### **Recoverable and non-recoverable activities:**



By the subject nature and characteristics, the activities carried out in Group (both theory and practice) will not be recoverable.

Individual activities (both theory and practice) will be recoverable in second call through examination that values the acquisition of learning outcomes. The teachers of the subject will determine the conditions of such examination.

In the **advancement evaluation**, final mark will consist of a theory test (80%), and practical exercises similar to those described in the regular evaluation of the matter (20%). To pass the course, there will be two requirements: getting 4 points (out of 8) in the theory test and getting 1 point (out of 2) in practice activities.

Copying or plagiarism of any part of the evaluation will result in the impossibility of overcoming the subject, subject to disciplinary procedures. In accordance with article 13. d) of the Statute of the University Student (RD 1791/2010, 30th of December), it is the duty of a student refrain in the use or cooperation in fraudulent procedures in evaluation tests, in the works carried out or in official records of the University.

On the other hand, in hours of tutoring, teachers may require interviews in order to verify the degree of participation and achievement in the goals for any developed task. Not to accept such verification implies not overcome the task or activity in question.

The query and contestation of the grade obtained in assessment tasks shall be subject to the provisions of the Regulation of Challenging Qualifications (ACGUV 29th of April 2008).

## REFERENCES

### Basic

- López, M. (2007). Principios básicos de influencia social. En J.F. Ibáñez, M.C. Moya, E. Gaviria e I. Cuadrado (Eds.), Psicología social. Madrid: McGraw-Hill.
- Pastor, Y. (Ed.) (2006). Psicología social de la comunicación. Madrid: Pirámide.
- Van-der Hofstadt, C.J. (2008). El libro de las habilidades de comunicación. Madrid: Díaz de Santos.
- Pons, J. "La calidad en la empresa turística: Aspectos psicosociales". Texto elaborado, disponible en <http://ponss.wordpress.com>
- García González, A.J. (Coord.) (2016). Competencias sociales en las relaciones interpersonales y grupales. Madrid: Pirámide.

### Additional

- Gil, F. y Alcover, C.M. (Eds.) (2004). Técnicas grupales en contextos organizacionales. Madrid: Pirámide.





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- Berjano, E. y Pinazo, S. (2001). Interacción social y comunicación. Valencia: Tirant lo Blanch.
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- Lloret, J. (1994). Comunicació dins el món de l'empresa. Barcelona: Universitat de Barcelona.
- Martínez, V., Peiró, J.M. y Ramos, J. (2001). Calidad del servicio y satisfacción del cliente. Madrid: Síntesis.
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- Pont, T. (2007). La comunicació no verbal. Barcelona: Universitat Oberta de Catalunya.
- Rodrigo, M. y Estrada, A. (2008). Les teories de la comunicació. Barcelona: Universitat Oberta de Catalunya.
- Rodríguez, A. (1999). Introducción a la psicología del trabajo y de las organizaciones. Madrid: Pirámide.

## **ADDENDUM COVID-19**

**This addendum will only be activated if the health situation requires so and with the prior agreement of the Governing Council**

### **TUR and TADE**

#### **1. Contents**



Contents of the original teaching guide are maintained.

## 2. Workload

Activity	Hours	% Presential	% No Presential
Teory lessons	30	50	50
Practical lessons	30	50	50

## 3. Teaching methodology

The modality of classes for students will depend on the social and health conditions and the restrictions established by the competent authorities.

In the case of **online teaching**, classes will be given by videoconference, preferably synchronous, using Blackboard Collaborate, Teams, Skype or the tool that the lecturer considers appropriate to optimize the student's teaching-learning process during the scheduled program sessions, **which remain the same days and times**.

In the case of **blended teaching**, the students will have to access the classroom in alternate weeks according to the initial of their last name (A-M or L-Z). The classes will be broadcast so that the students will have face-to-face teaching one week, and the next week they will follow the classes in streaming

## 4. Evaluation

The criteria of the teaching guide will be maintained regarding the estimation of each type of activity.

## 5. Bibliography

The bibliography of the guide will be maintained. Teachers will facilitate more materials of support in virtual classroom.

