Course title:

Develop your soft skills: the key to success in the business world

Staff responsible for the course:

Benoit Chalifoux

Lecturers:

First Name + Name
Benoit Chalifoux

1) COURSE PRESENTATION

Aims:
Draw up a list of competencies and/or skills that the student should have acquired or improved at the end of the course.
You must fill in the field under the format "the student should be able to…" using action verbs such as define, realise, control… *(This description should not take more than ten lines)*

At the end of the course, the student should be able to:
* How to Improve your Emotional Intelligence
* Re-imagining Decision Making
* Challenging traditional models of supervisory skills
* Using empathy for conflict management
* The art of selling without selling
* Understanding the future worth of soft skills versus hard skills
* How to create a work environment where your team blossoms and your results increase

Prerequisites:
You must not write courses' codes or names, but identify the preliminary skills as the knowledge or the know-how needed to efficiently follow this course.
Write it out in terms of knowledge and methodologies required to follow this course (this would help students from direct entry to position themselves). *(This description should not take more than five lines)*

The student must be enrolled in a business program.

Course contents:
Here, an abstract of the course can be given or the different chapters of the course can be simply written down.
(The description should not take more than ten lines)

Managers were formed to manage budgets, products, and processes, but fewer were formed to manage humans. It is indeed easier to teach techniques and methods (hard skills) rather than ways of behaving (soft skills). However, humans are at the center of any organization, whether they are CEOs, employees, clients, or shareholders.
The current context of a hyper-competitive world leads companies to focus their efforts on productivity and forget about the human aspect of their organization.
More than ever, interpersonal relationships are a crucial factor in the success or the failure of an organization but also in the fulfillment of its individuals.

> Far away from being an easy competence to develop, "soft skills" might be the determining factor that will make the difference in your professional career.

2) *WORKING LOAD*

Here, you should allocate the effective working load of the course, including an estimation of the personal work required from the student.

TABLE 1

Course's types	Number of hours	Notes
Effective presence		
- Magistral Course	6	
- Interactive Course	10	
- Tutorials		
- Coaching		
- PBL Course		
Training from a distance		
- Video-conferences		
- Webinars		
Self-learning		
- Books 'readings	6	
- E-learning		
- Research		
Outdoors-training		
- In firms		
- Internship		
Personal work		
- Group Projects	12	
- Individual Projects		
- Personal work	8	
Total working time for the student	*42*	

3) *EDUCATIONAL METHODS*

Tick here the different educational methods used:

☒ Coaching
☒ Case Study
☐ E-Learning and/or Self-learning
☒ Interactive courses
☒ Presentations
☒ Projects
☐ Research
☐ Seminars
☐ Tutorials
☐ Visits

4) *ASSESSMENT*

Sum up briefly the course assessment's mechanism (two or three lines) in order to introduce the assessment's table that you have to complete below (table n°2).
You must also define clearly how feedback will be given to students (in accordance with the feedback policy).

Obviously, cases and exercises are worked out in small groups. The essay Report, however, is to be worked out individually. All students whose cases, exercises and Analyst Report shown remarkable similarities will be penalised- This holds both for the 'original work' and its copies.

List the assessment for each modality.

<center>TABLE 2</center>

Modality	Type of control	Length (h)	Number	Weighting (%)
Continuous assessment	Continuous assessment	3	1	20
	Mid-term exam			
	Participation			
	Oral presentation			
	MCQ			
Final exam	Oral final exam	3	1	20
	Written final exam	3	1	35
Others	Case study			
	Group Project			
	Individual Project			
	Written assignment	2	1	25
	Exercises			
Total				**100%**

5) RECOMMENDED READING

Name of books (indicate only three or four must-read references) / Name of reviews:

Reference book (appellation reserved for books selected by the School and necessarily bought by all the students):
- Ibarra, H. and Lee Hunter, M. (2007). How Leaders Create and Use Networks. Harvard Business Review. - Goleman, D. (2011). Leaderships that Gets Results. Harvard Business Review Rifkin, G. (2006). The Soft Skills of Global Managers. Harvard Business Review

Class books :

Reviews :

Internet Resources:
Please indicate here if you use the school intranet site to put on-line documents and/or if you advise the visit of web sites to students.

Name of the Website	URL