Course title:

Command and Care: People Management in Operations

Staff responsible for the course:

Jean-Baptiste Lion Pinson

Lecturers:

Timothée Marty

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:
-Employ state-of-the-art management techniques
-Combine different skills and management disciplines in support of interdisciplinary responsibilities
-Leverage the collective performance of a team
-Make effectual operational decisions

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)

no prerequisite but a management experience would be appreciated

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)

This course prepares future managers for real-life situations: those where they need to deliver difficult messages, resolve conflicts, re-motivate a team, or demonstrate leadership under pressure.
Through roleplays, TV show clips, real-world case studies, and direct exchanges, students will build a strong managerial posture and learn to manage human relations effectively in demanding operations environments (industry, logistics, HR, sales, administration, public sector, etc.).
The course was designed by Tim Marty (former IÉSEG student and Operations Manager), who brings over twenty years of experience across various sectors and organizations, including twelve years at Amazon as a management specialist.

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.

<div align="center">TABLE 1</div>

Course's types	Number of hours	Notes
Effective presence		
- Magistral Course		
- Interactive Course	16	
- Tutorials		
- Coaching		
Training from a distance		
- Video-conferences		
- Webinars		
Self-learning		
- Books 'readings	12	
- E-learning		
- Research		
Outdoors-training		
- In firms		
- Internship		
Personal work		
- Group Projects	2	
- Individual Projects	2	
- Personal work	6	
Total working time for the student	*38*	

3) *EDUCATIONAL METHODS*

Tick here the different educational methods used:

X Coaching
X 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).

List the assessment for each modality.

<u>TABLE 2</u>

Modality	Type of control	Length (h)	Number	Weighting (%)
Continuous assessment	Continuous assessment (CONT)			
	Mid-term exam (MIDT)			
	Participation (PARTN)			10%
	MCQ			
Final exam	Oral final exam/Presentation (ORAL)			
	Written final exam (ENDT)			
Others	Case study (CASE)			30%
	Group Project (GPROJ)			30%
	Individual Project (IPROJ)			
	Written assignment (WRITTEN)			30%
	Exercises (EXERC)			
Total				**100%**

5) RECOMMENDED READING

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

Class books (to be supplied by the professor):
Alex Ferguson: Leading
Bill Walsh The score takes care of itself

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