

PIA2524: MANAGEMENT SKILLS FOR PUBLIC MANAGERS

Effective Term

Semester B 2022/23

Part I Course Overview

Course Title

Management Skills for Public Managers

Subject Code

PIA - Public and International Affairs

Course Number

2524

Academic Unit

Public and International Affairs (PIA)

College/School

College of Liberal Arts and Social Sciences (CH)

Course Duration

One Semester

Credit Units

3

Level

B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

Nil

Precursors

Nil

Equivalent Courses

SA/POL2524 Introductory Housing Practices and Management Skills / POL2524 Management Skills for Housing Managers

Exclusive Courses

Nil

Part II Course Details

Abstract

This course aims to equip students with the necessary knowledge and practice on the skills and techniques relating to the working environment of public management. Students is also able to their personal strength and weakness in leadership, interpersonal, communication and team-working skills.

Course Intended Learning Outcomes (CILOs)

CILOs	Weighting (if DEC-A1 app.)	DEC-A1	DEC-A2	DEC-A3
1 identity and show an awareness of the working environment of different setting in public management, e.g. public sector, non-profit and social enterprises, private and commercial sector that require knowledge in public management		x		
2 demonstrate the ability to employ essential techniques on team building, problem solving and conflict resolution in the context of public management;			x	
3 devise knowledge and skills in communication in making presentations, conducting meetings, conveying ideas and negotiating within the organization and beyond.				x

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

Teaching and Learning Activities (TLAs)

TLAs	Brief Description	CILO No.	Hours/week (if applicable)
1	Lectures and seminars	1, 2, 3	
2	Management workshops and skill laboratory	2, 3	
3	Site visits and group projects	2, 3	

Assessment Tasks / Activities (ATs)

ATs	CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1 Self-reflection journals	1, 2	10	
2 Individual assignments	2, 3	30	

3	Project report	2, 3	30	
4	Participation	2, 3	10	
5	Tests	1, 2, 3	20	

Continuous Assessment (%)

100

Examination (%)

0

Assessment Rubrics (AR)**Assessment Task**

Tests

Excellent (A+, A, A-)

Demonstrate excellent ability in describing and evaluating theories and techniques relating to management skills in public management

Good (B+, B, B-)

Demonstrate good ability in describing and evaluating theories and techniques relating to management skills in public management

Fair (C+, C, C-)

Demonstrate adequate ability in describing and evaluating theories and techniques relating to management skills in public management

Marginal (D)

Marginally demonstrate ability in describing and evaluating theories and techniques relating to management skills in public management

Failure (F)

Demonstrate no ability in describing and evaluating theories and techniques relating to management skills in public management

Assessment Task

Self-reflection journals; individual assignments; Project reports; participation

Excellent (A+, A, A-)

Demonstrate excellent ability in

- applying skills in team building, problem solving, conflict resolution, and handling of complaints & grievances as well as communication in the context of public management.
- devising knowledge and skills in communication in making presentations, conducting meetings, conveying ideas and negotiating within the organization and beyond.

Good (B+, B, B-)

Demonstrate good ability in

- applying skills in team building, conflict resolution, and handling of complaints & grievances as well as communication in the context of public management.
- devising knowledge and skills in communication in making presentations, conducting meetings, conveying ideas and negotiating within the organization and beyond.

Fair (C+, C, C-)

Demonstrate adequate ability in

- applying skills in team building, problem solving, conflict resolution, and handling of complaints & grievances as well as communication in the context of public management.
- devising knowledge and skills in communication in making presentations, conducting meetings, conveying ideas and negotiating within the organization and beyond..

Marginal (D)

Marginally Demonstrate the ability in

- applying skills in team building, problem solving, conflict resolution, and handling of complaints & grievances as well as communication in the context of public management.
- devising knowledge and skills in communication in making presentations, conducting meetings, conveying ideas and negotiating within the organization and beyond..

Failure (F)

Demonstrate no ability in

- applying skills in team building, problem solving, conflict resolution, and handling of complaints & grievances as well as communication in the context of public management.
- devising knowledge and skills in communication in making presentations, conducting meetings, conveying ideas and negotiating within the organization and beyond.

Part III Other Information

Keyword Syllabus

Communication skills relevant to public management: conducting meetings and presentation skills with different audiences at individual, organizational & community levels. Conflict resolution with groups and communities. Leadership. Work settings in contemporary public management which include public and private sector, non-profit and social enterprises, private and commercial sector that require knowledge in public management.

Reading List

Compulsory Readings

	Title
1	George, Jennifer M.; Gareth R. Jones (2008) Understanding and managing organizational behaviour (5th ed); Upper Saddle River, NJ : Pearson Prentice Hall
2	Osland, Joyce S., Marlene E. Turner. (2011) The organizational behavior reader (edition) 9th edition, Upper Saddle River, N.J. : Prentice Hall.
3	Xenikou, Athena, Adrian Furnham. (2011) Group dynamics and organizational culture: effective work groups and organizations, Basingstoke : Palgrave Macmillan
4	McCorkle, Suzanne and Witt, L. Stephanie.(2014) People skills for public managersArmonk, N.Y. : M.E. Sharpe, Inc.
5	Drennan,Lynn T., McConnell, Allan and Stark, Alastair (2015) Risk and crisis management in the public sector Second edition. Abingdon, Oxon : Routledge,
6	Stewart. Dorothy M.(1998) Gower handbook of management skills (edition) 3rd ed. Aldershot, Hampshire : Gower.
7	Mullins. Laurie J. (2016) Management & organisational behaviour, Eleventh edition. Harlow, England ; New York, New York : Pearson
8	Bryson, John M.; Crosby, Barbara and Bloomberg, Laura(2015) Public value and public administration (edition) Washington, DC : Georgetown University Press.
9	Piasecki, Bruce W.; Fletcher, Kevin A.& Mendelson, Frank J. (1999) Environmental management and business strategy : leadership skills for the 21st centuryNew York : John Wiley

Additional Readings

	Title
1	Nil