

Consultancy and Communication

Lecturers:

Dr. Yoram Krozer

Course description:

- **Course objectives**
Students can describe and management processes and the necessary communication; They can use this knowledge in their functioning as environmental manager.
- **Subject**
Management processes, communication and management skills. Skills based on consulting practices and exercises.
- **Content / topics**
 - Decision making models
 - Life cycle costing/Total cost of ownership
 - Factors analysis, Prime Component Analysis
 - Scenario making
 - Identifying various roles of stakeholders
 - Discuss stakeholders issues in a group
 - Set priorities and negotiate with stakeholders
 - Interviews: listening and asking
 - Verbal and non-verbal communication
 - Setting up questionnaires and reporting
- **Course learning objectives**
 - Graduates can use communicative instruments to influence behaviour of workers as manager.
 - Graduates are able to assess the causes of failing or success of communication in an organisation
 - Graduates can indicate how they can improve their own and other peoples communication skills
 - Graduates can justify what style of leadership is appropriate in different circumstances and what leadership behaviour can influence the success of management.
 - Graduates have insight in the main causes of stress and what can be done to reduce stress

Course materials:

- *Reader: Communication Management and advising skills, theory and exercises, T. de Wit, M. de Jong (2011, revised edition)*

Relationships with other courses:

This course contributes to skills aspects of management courses

Instructional working methods:

Individual assignment, class practicals.

Assessment:

All Practicals completed

Individual assignment graded (pass, fail, outstanding)

Relation of course with final attainment targets :

- **Primary relationship**
 - Graduates are able to give a structured written and oral presentation in English about individual or team work. They also adhere to existing academic traditions, such as providing proper credits and references. (12)
 - Graduates have knowledge of the principles of relevant professional skills, like communication, management and consulting skills, and have some basic experiences in applying these. (14)
- **Secondary relationship**
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- **Tertiary relationship**
 - Graduates are able and willing to recognise the ethical aspects related to their activities. (11)