



## B.COM. SEMESTER – 1

<b>3</b>	<b>MINOR 1</b>	<b>BUSINESS MANAGEMENT – 1 (People Management)</b>
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Name of the Course: **Business Management – 1 (People Management)**

Course credit: **04**

Teaching Hours: **60 (Hours)**

Total marks: **100**

### Objectives:

The course aims to provide an overview to the learners of what it means to be an effective people manager. The programme is designed in such a manner so that the learners can develop leadership and communication skills and manage people in an organisation effectively.

### Learning Outcomes:

After completion of the course, learners will be able to:

- (a) Perform meditation techniques (Brain stilling exercise) for mind management;  
(b) Create a personal development plan for oneself;  
(c) Demonstrate decision making skills and prepare Time Management framework in real life situations;
- Analyse the applicability of People First Strategy in an organisation;
- Demonstrate team building skills and leadership qualities;
- Conduct team evaluation and assessment;
- Demonstrate skills to resolve conflicts in an organisation and lead teams.

PARTICULAR	NO. OF LECTURES
<b>UNIT NO. 1 : MANAGING AND EVALUATING ONESELF</b>	
Mind Management, Time Management, Tackling Time Robbers, Planning workload, Active Listening, Decision Making - steps, Managing your Manager, Evaluating and building a personal development plan for oneself.	<b>12</b>
<b>UNIT NO. 2 : MANAGING AND MOTIVATING OTHERS</b>	
Basics of People Management and its significance, Difference between People Management and Human Resource Management; impact of individual and Organisational factors on people management, Motivating Others - Employee First Strategy: Employee First Customer Second. Developing Intrinsic Motivation amongst People - People First Strategy: Emerging cases.	<b>12</b>
<b>UNIT NO. 3 : BUILDING TEAM AND PEER NETWORKS</b>	
Team Building Process, Managing Diversity in Teams, Competency mapping, Team Roles, Team Identity, Team Charter, Team Performance, Managing Behaviour of people in groups, 360 Degree Feedback as a Development tool. Group Dynamics, Challenges of getting work done; Significance of prioritization and assigning work to team members, Importance of peer networks in an Organisation.	<b>12</b>
<b>UNIT NO. 4 : MANAGING EVALUATION AND ASSESSMENT</b>	
Managing Performance, Appraisal methods, Role Reviews and performance management, Dealing with Poor Performers, Agreeing Performance Targets, Negative Feedback, Performance Management System, 360 Degree Feedback as a Performance Appraisal Tool.	<b>12</b>
<b>UNIT NO. 5 : LEADING PEOPLE &amp; RESOLVING CONFLICTS</b>	





Leading people to achieve the vision and mission of the Organisation. Leadership for high performance culture, Leadership Styles for creating conducive Organisational climate and culture of excellence. Managing different types of conflicts in an Organisation, Problem solving and quality improvement process.	12
<b>Total Lectures/Hours</b>	<b>60</b>

**Suggested Readings:**

1. Wellington, P. (2011). Effective People Management: Improve Performance Delegate More Effectively. London: Kogan Page Publishers.
2. Thomas, M. (2007). Mastering People Management. London: Thorogood Publishing.
3. Randall, J., & Sim, A. J. (2013). Managing People at Work. Abingdon: Routledge. Thomson, R., & Thomson, A. (2012). Managing People. Abingdon: Routledge.

**Note: Learners are advised to use latest edition of text/reference books**

