

Service Learning: Communication Skills

UGRA_015741

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| Departments | Department of Society, Politics and Sustainability |
| Teaching Languages | English |
| ECTS | 4 |
| Teacher responsible | Alejandro Fernández de Castro Krings - alex.fernandezdecastro@esade.edu |

Course Goals

Students will develop many essential skills, which will help them succeed in their professional careers, in Business or in any other career path: leadership skills, active listening, presentation & communication skills, social awareness, proactivity, creativity, performing well outside of their confort zone.

Previous knowledge

No previous knowledge is necessary, althoufgh any previous experience teaching or volunteering will be helpful.

Prerequisites

No previous knowledge is necessary to follow this course

Description

Course contribution to program

This elective course is offered as part of the Social Track, every esade student has to complete at least one course within the Social Track program. Compared to other courses offerred as part of the Social Track, this one is much more practical and hands-on, consisting mostly of real, face-to face interactions with less privileged collectives. Esade students will teach these collectives valuable skills learned at esade, and by theaching them, esade students will solidify them: leadership skills, communication and presentation skills, active listening, lateral thinking, social awareness, etc.

Short description

Students will take some on-campus preparatory sessions, then they will carry the most significant part of the course outside esade, at NGOs, schools or organizations in the Barcelona area, which help less-privileged communities acces education or career paths. During a closing session held on campus, students will present about their experiences. Each student will also write a final essay/report, which will be uploaded to the course moodle.

IMPORTANT NOTICE: not every activity held outside esade, at NGOs or schools,

will coincide with the time slot assigned to the course, which means that students might have to show flexibility and carry the off-campus sessions in different time slots.

Activities

In-class discussions and debates

During on-campus sessions, students will discuss and analyse different activities and methodologies that might be useful while teaching communication skills to less privileged collectives. Values, attitudes and prejudices will also be debated.

Group presentations

During the first half of the course, students will present, in campus, a detailed work plan, and explain, session by session, what communication skills will they teach to target groups. In the last session, students will present their conclusions/results.

Essays

Students will write an individual essay, to sum up their impressions, experiences, take-aways and conclusions.

Projects with companies and consulting projects

This will be the main activity students will carry out: they will teach communication skills to less privileged collectives, at schools, NGOs, and other partner organizations.

Content

| # | Topic |
|----|--|
| 1 | On Campus: Introduction to course + methodology tips. |
| 2 | Off campus: visit to Schools/NGOs + meeting with staff at partner organizations |
| 3 | Off campus: students will present their working plans to staff at partner organizations |
| 4 | On campus: divided in groups, students will present to the esade professor a detailed work plan, which will specify how esade students aim to teach communication skills to less advantaged individuals. |
| 5 | On campus: session at esade about missions, values, limits and prejudices. |
| 6 | Off campus: Session 1 at partner organization |
| 7 | Off-campus: Session 2 at partner organization |
| 8 | Off-campus: Session 3 at partner organization |
| 9 | Off campus: session 4 at partner organization |
| 10 | On campus: groups present their conclusions, main learnings and take-aways |

Assessment

| Tool | Assessment tool | Category | Weight % |
|-------------------------------------|---|----------------|----------|
| Participation in program activities | Attendance + participation in class + group presentations of syllabus and conclusions | Ordinary round | 20.00% |

| Tool | Assessment tool | Category | Weight % |
|-------------------------------------|---|----------------|----------|
| Participation in program activities | Work carried at the NGO, school or partner organization | Ordinary round | 50.00% |
| Final individual project | Final paper, including a) thoughts about the course b) personal take-aways c) peer evaluation | Ordinary round | 20.00% |
| Peer evaluation | What your peers thought about your contribution to the project | Ordinary round | 10.00% |
| Participation in program activities | Students will participate in a social project offered by Program Managers, if they have not completed the course. | Retake | 100.00% |

PROGRAMS

BBA20-Bachelor of Business Administration (BBA) (Undergraduates: Business)

BBA20 Year 3 (Optative)

BBA20 Year 1 (Optative)

BBA20 Year 4 (Optative)

BBA20 Year 2 (Optative)

BBA23-Bachelor of Business Administration (BBA) (Undergraduates: Business)

BBA23 Year 1 (Optative)

BBA23 Year 4 (Optative)

BBA23 Year 2 (Optative)

BBA23 Year 3 (Optative)

DBAI23-Double Degree in Business Administration and Artificial Intelligence for Business (Undergraduates: Business)

DBAI23 Year 1 (Optative)

DBAI23 Year 2 (Optative)

GBD20-Double Degree in Business Administration and Law (Undergraduates: Law)

GBD20 Year 5 (Optative)