

Service Learning: Communication Skills

UGRA_015741

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 comfort zone.
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Previous knowledge	No previous knowledge is necessary, although any previous experience teaching or volunteering will be helpful.
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Prerequisites	No previous knowledge is necessary to follow this course
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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 offered 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 teaching them, esade students will solidify them: leadership skills, communication and presentation skills, active listening, lateral thinking, social awareness, etc.
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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 access 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.
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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)