

## Unit 10 - Managerial Leadership for Tourism and Culture Organisation (THM2001)

Competences: – at the end of the module/unit the learner will have acquired the responsibility and autonomy to:

- a) Establish positive team dynamics in a tourism related organization.
- b) Characterize the management process and understand how management differs within and across organisations.
- c) Recognize the tensions, and dilemmas associated with managing organisations.
- d) Recognize the cause and underlying reasons for conflict between team members.
- e) Manage a team within the context of tourism and hospitality.

Knowledge – at the end of the module/unit the learner will have been exposed to the following: (This can be a list of knowledge/content items)

- a) An understanding of contemporary management and leadership challenges in the tourism, travel and hospitality industries.
- b) A knowledge of the fundamental theories for management and leadership in the tourism, travel and hospitality industries.
- c) An understanding of the behavior of employees within organisations.
- d) The recognition of alternative leadership styles and qualities.
- e) An understanding of the challenges involved in managing effective teams.
- f) A knowledge of the concepts, models, and techniques which are at the disposal of managers in a rapidly changing world.

Skills – at the end of the module/unit the learner will have mastered the following skills:

### **Applying knowledge and understanding**

The learner will be able to:

- a) Demonstrate effective leadership skills when faced with challenges in the tourism, travel, and hospitality industry.
- b) Demonstrate analytical skills for investigating and analysing management issues and suggest implementable solutions
- c) Apply a wide range of skills to work as managers in complex and challenging environments.
- d) Effectively implement change in order to align organisations with their environment.

***Judgment Skills and Critical Abilities***

The learner will be able to:

- a) Assess management skills of particular individuals within tourism, travel, and hospitality organisations.
- b) Analyze needs assessment data for leadership development programme planning purposes.
- c) Examine the management of organisations through the development of appropriate plans.
- d) Critically evaluate the rationale underlying excellent leadership management practice