

COURSE GUIDE

2025/26

Faculty

345 - Faculty of Engineering - Bilbao

Cycle

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Degree

DIPRO13a - Master in Project Management

Year

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COURSE

504893 - Social competences

Credits, ECTS: 3

COURSE DESCRIPTION

People are characterized by being part of social groups in which interaction is the result of a learning process resulting from the evolution of social relations. Social relationships, observable and learned behaviours, allow us to interact with other people according to the skills we have developed for it, allowing us to have a positive contact with other people, to solve compromising situations or to express our emotions in an appropriate way.

COMPETENCIES/LEARNING RESULTS FOR THE SUBJECT

COMPETENCIAS DE LA ASIGNATURA

- To apply the knowledge, tools and strategies that exist for the management of information, communication and human resources in the projects, in order to optimize their development.
- To develop tools and strategies that exist for the management of information, communication and human resources in projects, in order to optimize their development.
- Direct proposals and plans for the management of information, communication and human resources in projects

RESULTADOS DE APRENDIZAJE DE LA ASIGNATURA

- The student who successfully completes this subject should be able to:
- Identify the type of organisational structure used by an organization.
  - Design an organizational scheme of an organisation that works by projects.
  - Evaluate the advantages and disadvantages of each type of organisation.

Theoretical and Practical Contents

- Clarify the concepts of assertiveness, social competence and ability, and emotional intelligence.
- Clarify the effect of the polarity of thoughts and beliefs on behavior
- Know the components of verbal and non-verbal communication (expression, influence, emission, reception, message and feedback).
- Development of assertive attitudes in communication.
- Expressing and rejecting requests in interpersonal contexts based on rights management.
- Management of disagreement, conflict of interests, opposing positions, power management and empowerment.
- Management of stress that implies having to request changes in behaviour, taking as a criterion the influence to generate predisposition and proactivity towards change.
- Management of criticism as an adaptive coping strategy, improvement and learning in highly demanding environments.
- Knowing ways to channel coexistence that may be altered by irrational, disruptive or dissipative attitudes or behaviour.
- To know strategies to interpret and manage aggressiveness in interpersonal communication.

METODOLOGIA (ACTIVIDADES FORMATIVAS)

Actividad Formativa	Hours	Porcentaje presencialidad
Groupwork	15	10 %
Expositive classes	30	33 %
Exercises	30	10 %

TYPES OF TEACHING

Types of teaching	M	S	GA	GL	GO	GCL	TA	TI	GCA
Hours of face-to-face teaching	10	10	10						
Horas de Actividad No Presencial del Alumno/a	10	15	20						

**Legend:** M: Lecture-based S: Seminar GA: Applied classroom-based groups  
GL: Applied laboratory-based groups GO: Applied computer-based groups GCL: Applied clinical-based groups  
TA: Workshop TI: Industrial workshop GCA: Applied fieldwork groups

Evaluation tools and percentages of final mark

Denominación	Ponderación mínima	Ponderación máxima
Attendance and participation	10 %	30 %
Written examination	20 %	30 %
Presentations	0 %	20 %



Practical tasks	0 %	50 %
Writing up the teamwork	0 %	50 %

#### ORDINARY EXAMINATION PERIOD: GUIDELINES AND OPTING OUT

The assessment of the subject is carried out continuously throughout the course.

The following factors are taken into account in the grading of the course:

Attendance (30%): Although attendance is not compulsory, it is highly recommended due to the contents developed in the classroom. For this reason, attendance forms part of the calculation of the final grade.

Individual assignments (40%): Students must hand in an assignment designated at the beginning of the course. The work will be handed in by uploading it to eGela within the defined deadlines. In order to pass the course, the work must have obtained a grade higher than 5 out of 10.

Exam (30%): As in the certification exams of the professional associations of project management, the exam will be in the form of a multiple-choice test. In order to pass the course, the work must have obtained a grade of more than 4 out of 10.

The grade for the course will be obtained by applying the corresponding weight to each of the factors (attendance, individual work, exam). If the work has not passed the established cut-off mark, the final mark for the course will be No Show.

If the exam mark is lower than 4.0, the final mark for the course will be that corresponding to the exam mark.

If the student decides to waive the Continuous Assessment of this subject, he/she must communicate it in writing before the deadline for the submission of the individual work. This date can be found in the Student Guide available on the eGela platform.

In this case, in order to pass the course, the student will be assessed by means of a written exam that may contain additional questions to those posed in the exam to which students who are assessed on a continuous basis are submitted and which will include all the contents studied throughout the four-month period corresponding to the exam. This assessment will be completed with an oral exam which will take place on the same day as the written exam, by prior appointment for students registered for this exam. In the oral exam, students will be asked about the contents studied in the classroom, as well as about the activities carried out during the corresponding four-month period. In order to pass the course, students must pass both tests.

In the event that health conditions prevent the completion of a teaching activity and/or face-to-face assessment, a non-face-to-face modality will be activated, of which students will be promptly informed (applicable to all exams: ordinary, extraordinary and advance).

#### EXTRAORDINARY EXAMINATION PERIOD: GUIDELINES AND OPTING OUT

Those who have to sit the extraordinary call will do so in the same way as they did in the ordinary call. In other words, those who took the continuous assessment will complete the tests (individual work, team work, exam) that they did not pass in the ordinary call.

The grade for the course will be obtained by applying the corresponding weight to each of the factors (attendance, individual work, exam).

If the work has not passed the established cut-off mark, the final mark for the course will be No Show.

If the exam mark is lower than 4.0, the final mark for the course will be that corresponding to the exam mark.

Those who waive the continuous assessment, will be submitted to a written and oral exam as described in the previous section (Ordinary call: orientations and waiver).

#### MANDATORY MATERIALS

Slides uploaded to eGela.

#### BIBLIOGRAPHY

##### Basic bibliography

Garcia, A, J. (2016) (coord.). Competencias Sociales en las Relaciones Interpersonales y Grupales. Madrid: Pirámide.

Kerzner, H. , (2006). Project Management: A systems approach to planning, scheduling and controlling. Ed. John Wiley.

Project Management Institute (2013). A Guide to the Project Management Book of Knowledge, Project Management Institute.

Villanueva, R. (2005). Como mejorar tus habilidades sociales: programa de asertividad, autoestima e inteligencia emocional. Valencia: ACDE. (4ª Edición, 2014).

##### Detailed bibliography

Alonso, M., Cantero, I.F. y Gonzalez, M.D. (2012). La asertividad laboral. Revista de la Asociación Gallega de Psiquiatría, 81-88.

Garcia, A.J. (2012). ¿Cómo podemos mejorar perfeccionar nuestras habilidades de comunicación interpersonal?. En Y. Troyano y A.J. Garcia (coords.). Comunicación eficaz. Optimizando las relaciones interpersonales. Santiago de Compostela: Andavira Editora.

Goleman, D. (1995). Emotional Intelligence. Nueva York.: Bantam.

Hermosilla, D., Amutio, A., da Costa, S. y Páez, D. (2016). El Liderazgo transformacional en las organizaciones: variables mediadoras y consecuencias a largo plazo. Journal of Work and Organizational Psychology 32, 135¿143.

Troyano, Y. y Garcia, A.J. (2015). Comunicación interpersonal en relaciones sociales eficaces. Santiago de Compostela: Andavira Editora.

Del Prette, Z & Del Prette, A. (2021) Social Competence and Social Skills. A Theoretical and Practical Guide, Springer

Journals

International Journal of Project Management  
Project Management Journal

Web sites of interest

www.pmi.org (2021)  
www.ipma.ch (2021)