

Management Skills WS 22/23

Tracy Kistner (t.kistner@uni-koeln.de)

Group 2

24.11./1.12./8.12./15.12.2022 & 12.1./19.1./26.1.2023

Management Skills and Design Thinking

New Work has introduced a new era of working. This is because New Work approaches believe in a working world in which people work together and realize their full potential together. In addition, the VUCA world means that companies must act differently, above all more agile, to meet the demands of a more complex, uncertain world. One of these agile methods is Design Thinking. What does it take to be a successful leader in the era of New Work?

This course will focus on this question and introduce Design Thinking and its principles while focusing on different management skills. Design Thinking is a creative approach to discovering solutions for innovative products, processes, and ideas. Design Thinking encourages organizations such as Apple, Google, Airbnb etc. to focus on the people which leads to better products, services, and internal processes.

Design thinking is a human-centered approach. Potential users are incorporated into the process and their reactions lead the further development of the process. This turns Design Thinking into a flexible, cross-topic method to solve problems in various aspects of life.

In this practice-orientated workshop style course the goal is to learn different management skills while experiencing the Design Thinking process and developing a creative solution for a design challenge. Part of the experience is to work in a multidisciplinary team of 4-5 students. By experiencing this process, we will focus on different topics such as emotional intelligence, project management, communication, collaboration, leadership styles and storytelling.

Design thinking is divided into different Phases: empathize, define, ideate, prototype, test and implement.

In every session, we will concentrate on one of these phases such as the management skills and introduce different creative methods.

An active participation is expected. Throughout the course we will be using different tools for project management, self-organisation, and collaboration to ensure practical experience. At the end of this course, you will present your results in a group presentation and hand in a written paper about the different learnings on management skills.

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Course Requirements / Assessment / Attendance: Students have to pass both assessments in order to successfully pass the course.

- **Interactive group presentation:** groups of 4-5 students, duration 30-75min; will be presented in the last session. The presentation is graded *individually* & counts 50% of the final grade.
- **Seminar paper:** 8-10 pages, individual work, due 4 weeks after the seminar. The paper is graded *individually* & counts 50% of the final grade.
- Attendance is requested.

Learning objectives:

- Students develop an awareness of their personality by evaluating their strengths and skills and analyzing the importance of mixed teams
- Students learn about emotional intelligence
- Students will learn the pros and cons of different leadership styles
- Students will learn the importance of project management and use appropriate tools
- Students will learn the importance of empathy and communication
- Students learn the importance of a feedback culture in organizations and experience an effective way to give and receive feedback.
- Students will practice their storytelling and presentation skills

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