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| **Al-Farabi Kazakh National University**  **Syllabus**  **Autumn semester 2020-2021** | | | | | | | | | | | | |
| **Code of discipline** | | **Name of discipline** | **Type** | **Hours per week** | | | | | | **Credits** | **ECTS** | |
| **lecture** | **Practical** | | **Lab** | | |
|  | | “Psychology of Management” | ОК | 2 | 1 | | 0 | | | 3 | 5 | |
| **Lector** | | Lecturer: Professor, higher doctor of psychological sciences  Duisenbekov D.D. | | | | **Office hour** | | | | | According schedule | |
| **e-mail** | | e-mail: dauletdd@mail.ru | | | |
| **Telephone** | | Telephone: +77019933897; +77773768493; +77077291955; +77272925717 (2131) | | | | **Auditorium** | | | | |  | |
| **Academic presentation of the course** | | Content of the discipline "Psychology of Management" is aimed to studying basics of general and applied psychology that are necessary for training specialists of mastership degree in the system of higher education. The main thesis of the discipline is a human being as personality and individuality and doer of managing and communicative activity.  § The purpose of the course is to conduce students to acquire basic knowledge of psychology for applying them in their life and for development of their professional potential. | | | | | | | | | | |
| **Prerequisites** | | Psychology, Psychology of Inter-Personal Communication | | | | | | | | | | |
| **Postrequisites** | |  | | | | | | | | | | |
| **Informational resource** | | **Main Bibliography**  1. Gross Richard. Psychology: The Science of Mind and Behaviour. - Hodder Education; 7th Revised edition, 2015. – 1000 p.  2. Hilgard E.R., Atkinson R.C. Introduction to Psychology. – N.Y.; Chicago: Harcourt, Brace & World, 2007.  3. Sanderson A., Safdar S. Рsychology. - University of Guelph: Wiley-sons Canada. Ltd., 2012.  4. Ахтаева Н.С., Абдижаппарова А.И., Бекбаева З.Н. Басқару психология. – Алматы: Қазақ университеті, 2018.  5. Волкогонова О.Д., Зуб А.Т. Управленческая психология. – Москва: ИД «Форум» - Инфра, 2015.  6. Кабаченко В.С. Психология управления. Учебное пособие. – М.: Юнити, 2013.  7. Кремень М.А. Психология и управление. – Мн. Харвест, 2015.  8. Морозов, А. В. Управленческая психология. - М.: Академический проект; Трикста, 2015.  9. Полукаров В. Л. Психология менеджмента: учеб. пособие / В. Л. Полукаров, В. И. Петрушин. – 2-е изд. – М.: КНОРУС, 2010.  10. Розанова В.А. Психология управления. – М.: ЗАО «Бизнес-школа «Интел-Синтез». – 2012.  11. Столяренко А.Д. «Психология делового общения и управления» Ростов - на - Дону: Феникс, 2015.  12. Урбанович А.А. Психология управления. Учебное пособие. - Мн.: Харвест, 2015.  **Additional Bibliography**  1. Армстронг М. Стратегическое управление человеческими ресурсами. - М.: ИНФРА-М., 2014.  2. Бакирова Г.Х. Управление человеческими ресурсами. - СПб: Речь, 2008.  3. Becker G.S. Human capital: Theoretical and Empirical Analysis. - N-Y., 2011.  4. Берн Эрик. Игры, в которые играют люди, люди которые играют в игры. - СПб.: Питер, 2012.  5. Добреньков В.И. Управление человеческими ресурсами: социально-психологический подход. Учеб. пособие. - М.: КДУ, 2015.  6. Евтихов, О. В. Психология управления персоналом: теория и практика. - СПб.: Речь, 2010.  7. Игнатов В. Г. Теория управления: курс лекций / В.Г. Игнатов, Л.Н. Албастова. - М. ИКЦ «МарТ»; Ростов-н/Д: Изд. центр «МарТ», 2012. | | | | | | | | | | |
| **Structure of discipline** | | This is an introductory course that will be carried out a general acquaintance with a large amount of theoretical material. Home works (exercises) will give you an opportunity to get acquainted with the practical application of theoretical material. You can work together with another student with homework. | | | | | | | | | | |
| **Academic policy of the course in the context of university values** | | 1. For each class you have to prepare according to the schedule below. Each task should be completed by the class, where the topic is discussed.  2. Homework will be distributed throughout the semester, as shown in the graph of discipline.  3. Most homework will include a few questions that can be answered by querying on the database example; you need to perform queries and answers that you got used to the next part of the homework. Search SQL appropriate learning resources may be required to study necessary inquiries.  4. During the semester, you will use the material studied in the project. Specific requirements for the project will be distributed in class. All parts of the project will constitute 10% of the final mark of the course.  5. You will need to complete the main project programming, providing for the development of database applications using the database structure provided by the lector. Specific requirements will be distributed in class. The project will cost 15% of the final grade.  When homework subject to the following rules:  • Homework should be carried out within a specified time. Later, homework will not be accepted.  • Homework should be done on one side of a sheet of A4 paper, and pages must be attached in order of numbering issues (problems). Questions (task) must be numbered, and definitive answers (if necessary) must be provided. (Homework, do not meet these standards will be returned with an unsatisfactory evaluation).  • You can work together with another student with homework. | | | | | | | | | | |
| **Evaluation and appraisal policy** | | Appropriate timing of homework may be extended in the event of extenuating circumstances (such as illness, emergencies, contingency, etc.) in accordance with the University's academic policies. Student participation in discussions and exercises during class will be taken into account in its overall assessment of the discipline. Design issues, dialogue and feedback on the subject of discipline are welcomed in classes, and the lector during final grade will take into account the participation of each student in the class. | | | | | | | | | | |
| **Summative estimation** | | | | | | | | | | |
| **Policies** | | **Description of independent work** | | | | | | **Weight** | | | **Results of study** | |
| Homework  Self-work  SWML  Exams  **TOTAL** | | | | | | 35%  10%  15%  40%  100% | | | 1,2,34,5,6  2,3,4  4,5,6  1,2,3,4,5,6 | |
| Your final score will be calculated by the formula:  Below are minimum estimates (in Percentage):  95% - 100%: А 90% - 94%: А-  85% - 89%: В+ 80% - 84%: В 75% - 79%: В-  70% - 74%: С+ 65% - 69%: С 60% - 64%: С-  55% - 59%: D+ 50% - 54%: D- 0% -49%: F | | | | | | | | | | |
| **Policies of the discipline** | | Appropriate timing of homework or projects may be extended in the event of extenuating circumstances (such as illness, emergencies, contingency, etc.) in accordance with the University's academic policies. Student participation in discussions and exercises during class will be taken into account in its overall assessment of the discipline. Design issues, dialogue and feedback on the subject of discipline are welcomed in classes, and the lector during final grade will take into account the participation of each student in the class. | | | | | | | | | | |
| **Schedule of discipline** | | | | | | | | | | | | |
| **Week** | **Thematic block \*\* I – Theoretical Bases of Psychology of Management** | | | | | | | | **Hours** | | | **Max. points** |
| **1** | Lecture 1 Introduction to psychology of management | | | | | | | | 2 | | | 1 |
|  | Practical lesson 1 Psychology of management as a modern science and practice | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Make a short analysis of literature on the item “Modern psychology of management: science or experience”, compose a glossary of main notions. Prepare an oral presentation | | | | | | | | 1 | | | 6 |
| **2** | Lecture 2 History of development of psychology of management | | | | | | | | 2 | | | 2 |
|  | Practical lesson 2 Stages of development of psychology of management | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Elaborate SWOT-analysis on modern theories of management. Prepare an oral presentation | | | | | | | | 1 | | | 6 |
| **3** | Lecture 3 Theoretical and methodological bases of psychology of management | | | | | | | | 2 | | | 2 |
|  | Practical lesson 3 Comparative analysis of social-political and industrial preconditions of development of psychology of management | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Wright an analytical essay “Paradigms of psychology of management: Challenges of 21st century” | | | | | | | | 1 | | | 6 |
| **4** | Lecture 4 Research methods in psychology of management | | | | | | | | 2 | | | 1 |
|  | Practical lesson 4 Characteristics of the main diagnostic methods in psychology of management | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Conduct an applied research with the help of tests “Assessment of a leader’s activity effectiveness”; “Assessment of career orientations – Anchors of career” (by free choice) | | | | | | | | 1 | | | 6 |
| **Thematic block \*\* II – Personality in Management System** | | | | | | | | | | | | |
| **5** | Lecture 5 Personality in managerial interaction | | | | | | | | 2 | | | 1 |
|  | Practical lesson 5 Social state and social role of personality in society and organization | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Distinguish team-leader roles on the bases of analysis of personality psychological peculiarities by the test of R.M. Belbin | | | | | | | | 1 | | | 6 |
| **6** | Lecture 6 Personality of the leader as a subject of organization manager | | | | | | | | 2 | | | 1 |
|  | Practical lesson 6 Team-leader as a subject of organization management on the bases of managerial styles research | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Compose a psychological portrait of the modern leader of organization | | | | | | | | 1 | | | 6 |
| **7** | **RC 1** Psychology of managerial decisions making  Managerial decisions making and realization and their efficiency evaluation  Create a presentation on the item “Typology of managerial decisions”. Make conclusions | | | | | | | |  | | | 17 |
| **Total** | | | | | | | | |  | | | **100** |
| **8** | Lecture 8 Motivation aspects of management | | | | | | | | 2 | | | 1 |
|  | Practical lesson 8 Working out motivation strategies and methods in a format of case-study | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Construct a case “Increasing of motivation of organization employees” | | | | | | | | 1 | | | 6 |
| **9** | Lecture 9 Personality and building up of business career in organization | | | | | | | | 2 | | | 1 |
|  | Practical lesson 9 Technologies of career promotion and evaluation of personality career potential | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Create and work out an individual program “My career and professional development (growth)” | | | | | | | | 1 | | | 6 |
| **Thematic block \*\* III – Communicative Processes in the Sphere of Management** | | | | | | | | | | | | |
| **10** | Lecture 10 Psychology of business communication and professional intercourse | | | | | | | | 2 | | | 1 |
|  | Practical lesson 10 Communicative barriers in business communication and means of their maintenance (prophylaxis) by mini-cases | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Create a case-study on item “Forms of business communication”. Prepare an oral presentation and conduct an analysis | | | | | | | | 1 | | | 6 |
|  | **Mid-term Examination** | | | | | | | |  | | |  |
| **11** | Lecture 11 Psychology of inter-action processes in organization and management situations | | | | | | | | 2 | | | 1 |
|  | Practical lesson 11 Mechanisms of inter-personal perception formation in organization and management situations | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Prepare a training program on the item “Effective technologies of self-presentation” | | | | | | | | 1 | | | 6 |
| **12** | Lecture 12 Psychology of cross-cultural communication | | | | | | | | 2 | | | 1 |
|  | Practical lesson 12 Cross-cultural management as a factor of productive communication | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Define a level of your own emotional intelligence by N. Holl technique. Make a plan for its increase for your career success | | | | | | | | 1 | | | 6 |
| **13** | Lecture 13 Managing different emotional states | | | | | | | | 2 | | | 1 |
|  | Practical lesson 13 Means of managing emotional environment of organization | | | | | | | | 1 | | | 5 |
|  | Theme of Self-work (SRD) Presuppose your own program “Techniques of emotional state regulation for improving of collective’s psychological climate” | | | | | | | | 1 | | | 6 |
| **14** | Lecture 14 Psychology of managerial conflicts | | | | | | | | 2 | | |  |
|  | Practical lesson 14 Diagnostics of conflicts in managerial activity, strategies and technologies of coping | | | | | | | | 1 | | |  |
|  | Theme of Self-work (SRD) Prepare mini-cases for solving problem situations and managerial conflicts. Prepare an oral presentation and conduct an analysis | | | | | | | |  | | |  |
| **15** | **RC 2** Psychological features of organization’s corporative culture  Predicting of corporative culture prospects on the basis of analysis of its indicators  Compose a case-study on an item: “Account of cross-cultural communication in business intercourse”. Make recommendations for leadership | | | | | | | | 1 | | | 16 |
| **Total** | | | | | | | | |  | | | **100** |
| **Exam** | | | | | | | | |  | | | **100** |

Head of the General and Implied

Psychology Department Z.B. Madalieva

Bureau of N.S. Zhubanazarova

Philosophy and Political science faculty

Professor, higher doctor of psychological sciences D.D. Duisenbekov

Content of Lectures, Practical Lessons and Tasks for Self-Works on discipline

**“Psychology of Management”** for 1-st Year Mastership Students Studying by Specialty “Personality and Organizational Psychology

**Thematic block \*\* I – Theoretical Bases of Psychology of Management**

Lecture 1 Introduction to psychology of management

Lecture 2 History of development of psychology of management

Lecture 3 Theoretical and methodological bases of psychology of management

Lecture 4 Research methods in psychology of management

Practical lesson 1 Psychology of management as a modern science and practice

Practical lesson 2 Stages of development of psychology of management

Practical lesson 3 Comparative analysis of social-political and industrial preconditions of development of psychology of management

Practical lesson 4 Characteristics of the main diagnostic methods in psychology of management

Theme of Self-work 1(SRD) Make a short analysis of literature on the item “Modern psychology of management: science or experience”, compose a glossary of main notions. Prepare an oral presentation

Theme of Self-work 2(SRD) Elaborate SWOT-analysis on modern theories of management. Prepare an oral presentation

Theme of Self-work 3(SRD) Wright an analytical essay “Paradigms of psychology of management: Challenges of 21st century”

Theme of Self-work 4(SRD) Conduct an applied research with the help of tests “Assessment of a leader’s activity effectiveness”; “Assessment of career orientations – Anchors of career” (by free choice)

**Thematic block \*\* II – Personality in Management System**

Lecture 5 Personality in managerial interaction

Lecture 6 Personality of the leader as a subject of organization manager

Lecture 7Psychology of managerial decisions making

Lecture 8 Motivation aspects of management

Lecture 9 Personality and building up of business career in organization

Practical lesson 5 Social state and social role of personality in society and organization

Practical lesson 6 Team-leader as a subject of organization management on the bases of managerial styles research

Practical lesson 7 Managerial decisions making and realization and their efficiency evaluation

Practical lesson 8 Working out motivation strategies and methods in a format of case-study

Practical lesson 9 Technologies of career promotion and evaluation of personality career potential

Theme of Self-work 5(SRD) Distinguish team-leader roles on the bases of analysis of personality psychological peculiarities by the test of R.M. Belbin

Theme of Self-work 6 (SRD) Compose a psychological portrait of the modern leader of organization

Theme of Self-work 7(SRD) Create a presentation on the item “Typology of managerial decisions”. Make conclusions

Theme of Self-work 8(SRD) Construct a case “Increasing of motivation of organization employees”

Theme of Self-work 9(SRD) Create and work out an individual program “My career and professional development (growth)”

**Thematic block \*\* III – Communicative Processes in the Sphere of Management**

Lecture 10 Psychology of business communication and professional intercourse

Lecture 11 Psychology of inter-action processes in organization and management situations

Lecture 12 Psychology of cross-cultural communication

Lecture 13 Managing different emotional states

Lecture 14 Psychology of managerial conflicts

Lecture 15Psychological features of organization’s corporative culture

Practical lesson 10 Communicative barriers in business communication and means of their maintenance (prophylaxis) by mini-cases

Practical lesson 11 Mechanisms of inter-personal perception formation in organization and management situations

Practical lesson 12 Cross-cultural management as a factor of productive communication

Practical lesson 13 Means of managing emotional environment of organization

Practical lesson 14 Diagnostics of conflicts in managerial activity, strategies and technologies of coping

Practical lesson 15 Predicting of corporative culture prospects on the basis of analysis of its indicators

Theme of Self-work 10(SRD) Create a case-study on item “Forms of business communication”. Prepare an oral presentation and conduct an analysis

Theme of Self-work 11(SRD) Prepare a training program on the item “Effective technologies of self-presentation”

Theme of Self-work 12(SRD) Define a level of your own emotional intelligence by N. Holl technique. Make a plan for its increase for your career success

Theme of Self-work 13(SRD) Presuppose your own program “Techniques of emotional state regulation for improving of collective’s psychological climate”

Theme of Self-work 14(SRD) Prepare mini-cases for solving problem situations and managerial conflicts. Prepare an oral presentation and conduct an analysis

Theme of Self-work 15(SRD) Compose a case-study on an item: “Account of cross-cultural communication in business intercourse”. Make recommendations for leadership