



COURSE DESCRIPTION

1. GENERAL

GENERAL			
SCHOOL	ECONOMIC SCIENCES		
DEPARTMENT	TOURISM		
LEVEL	Undergraduate		
COURSE CODE	MNG210	SEMESTER	7 th
COURSE TITLE	Employment Relations and Policies in Tourism		
INDEPENDENT TEACHING ACTIVITIES		WEEKLY TEACHING HOURS	ECTS
Lectures		4	5
COURSE CATEGORY	Specific Background		
COURSE TYPE	Elective		
PREREQUISITES	-		
LANGUAGE OF TEACHING AND EXAMINATIONS	Greek		
THE COURSE IS OFFERED TO ERASMUS STUDENTS			
URL	https://tourism.ionio.gr/en/undergraduate-studies/courses/1336/		
ECLASS			

2. TEACHING RESULTS

Teaching Results
General Skills

3. CONTENT

The specific course examines the basic principles of employment relations. These issues include employee relations in general; employment contract; payments; unions; collective bargaining; and strikes. In addition, the specific course discusses employees' obligations towards their employers as well as their rights. Last but not least, additional issues are raised that include organizational restructuring; employees' participation in decision making; employees' mobility and European employment policy.

- 1st Week: Introduction. Basic management principles. The complexities of the tourism and hospitality industry. Brief introduction to Human Resource Management and Organizational Behavior. Examples – case studies.
- 2nd Week: Introduction to “Employment relations and employment contract”. Basic principles and definition, the psychological contract.
- 3rd Week: The nature of employment. Employees' specialization in a flexible organization. Strategies for a sustainable competitive advantage. Job re-design and focus on commitment, flexibility and quality.
- 4th Week: Modern developments in employment relations. Case studies based on the tourism and hospitality sector.
- 5th Week: Multinational enterprises and employment relations. Benefits and disadvantages.
- 6th Week: The crucial role of government in employment relations and in resolving (and / or creating) differences.
- 7th Week: Unions and employees' participation. Resolving conflicts without unions.
- 8th Week: Managing employment relations with or without unions.
- 9th Week: Employee “voice” and participation in (tourism) organizations. Collective bargaining and negotiating power.
- 10th Week: Negotiations. Resolving conflicts. The role of “Organizational Culture”.
- 11th Week: Employment relations processes; Grievance handling.
- 12th Week: Students' presentations.
- 13th Εβδομάδα: Sum up.



4. TEACHING AND LEARNING METHODS - EVALUATION

TEACHING METHOD	Lectures								
USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES	<ul style="list-style-type: none">• Slideshow (powerpoint) during courses• Use of e-class (opencourses)• All Lectures are uploaded at the end of each session• Homeworks and case studies are uploaded in pdf format.• Use of supportive material (e.g., case studies) in order to comprehend in depth the relevant knowledge								
TEACHING STRUCTURE	<table><tr><td>Activity</td><td>Semester Workload</td></tr><tr><td>Lectures</td><td>52</td></tr><tr><td>Literature Study and Analysis</td><td>73</td></tr><tr><td>Course Total (ECTS: 5)</td><td>125</td></tr></table>	Activity	Semester Workload	Lectures	52	Literature Study and Analysis	73	Course Total (ECTS: 5)	125
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EVALUATION OF STUDENTS	<p>The course is evaluated through</p> <ul style="list-style-type: none">• 3-4 homeworks throughout the semester (40%)• 2-3 presentations (10%)• Final homework (50%) <p>Student's participation during courses that include</p> <ul style="list-style-type: none">• case studies								

5. BIBLIOGRAPHY

- Σύγχρονες Εργασιακές Σχέσεις, Θεόδωρος Κουτρούκης (κωδικός: 102071651)
- Εργασιακές Σχέσεις. Μία επιστημονική προσέγγιση, Mike Leat, Γιάννης Κουζής, Θεόδωρος Κουτρούκης (κωδικός: 11540)