

## **Unit 2: Management and Leadership across Cultures (MLAC)**

**Status: Mandatory**

**Number of Credits: 30**

**Lectures/seminars: 60 hours**

**Directed learning: 240 hours**

### **Unit descriptor**

The international nature of the hospitality and tourism industry requires managers to be aware of many different issues relating to leadership. They need the knowledge and skills necessary to lead and motivate workforces across many different cultural backgrounds, and respond to the needs and expectations of culturally diverse guests. This issue is one of great importance and very relevant to effective management of organizations in a globalised economy. Therefore the aim of this module is to enable candidates to develop a critical understanding of the range of issues associated with management and leadership across cultures.

### **Learning outcomes**

On completion of the module, candidates will be able to:

- i) Critically evaluate theories of leadership and motivation;
- ii) Critically evaluate theories relating to managing cultural diversity;
- iii) Compare and contrast the styles of leadership and appropriate motivation techniques across different cultures.

### **Indicative content**

- Leadership in organizations
- Cultural diversity
- Culture and leadership
- Theories of motivation
- Managing diversity