|  | UNIVERSITY SUPERIOR TECHNICIAN IN PHYSICAL THERAPY.  AREA OF TOURISM HEALTH AND WELFARE.  PROFESSIONAL COMPETENCES. |  |
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**DESARROLLO DE CAPITAL HUMANO BIS**

| 1. **Competencies** | Manage wellness centers taking into considering available resources, established therapeutic procedures and applicable regulations, in order to contribute to their profitability and user satisfaction. |
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| **1.Quadrimester** | Quarter |
| **2.Theoretical hours** | 20 |
| **3.Practical hours** | 55 |
| **4.Total hours** | 75 |
| **5.Total hours per week**  **Quadrimester** | 5 |
| 1. Learning objective | The student will implement human capital actions, considering their theoretical foundations, job descriptions, performance evaluation tools, communication, leadership, motivation and detection of training needs, to contribute to personal development and work environment. |

| **Learning units** | **Hours** | | |
| --- | --- | --- | --- |
| **Theoretical** | **Practicall** | **Totall** |
| I. Fundamentals of human capital | 10 | 20 | 30 |
| II.Leadership and development of human capital. | 10 | 35 | 45 |
|  | **20** | **55** | **75** |
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**DESARROLLO DE CAPITAL HUMANO BIS**

| 1. **Learning Unit** | **I.** **Fundamentals of human capital.** |
| --- | --- |
| 1. **Theoretical hours** | 10 |
| 1. **Practical hours** | 20 |
| 1. **Total hours** | 30 |
| **5.Learning Unit Objective** | The student will describe jobs in a health and wellness center, which mayor aim is to contribute to the operation of the health and wellness center areas. |

| **Topics** | **Know** | **Know how** | **Be** |
| --- | --- | --- | --- |
| Introduction to Human Capital Administration. | Identify the concepts and historical evolution of human capital management. Describe the purpose, main functions and activities that make up the administration of human capital. |  | Honesty  Responsibility Analytical ability Purposeful  Objectivity  Professional ethics  Organized |
| Job description | Identify the concepts and historical evolution of human capital management. Describe the purpose, main functions and activities that make up the administration of human capital. | Prepare the job description according to the needs of the health and wellness center | Honesty  Responsibility Analytical ability Purposeful  Objectivity  Professional ethics  Organized |

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| **Learning result** | **Learning sequence** | **Instruments and types of reagents** |
| --- | --- | --- |
| Based on a case study, students will prepare the job description that must include the following aspects :    - Market Stall - Immediate boss, - Codes, -Knowledge, skills, - Level of studies, - Eventual activities, - Periodic activities, - Interrelation with other departments, | 1. Identify the concept and evolution of human capital management.  2. Understand the job description process.  3. Identify the structure of the job description.  4. Understand the activities, in the field of health and wellness centers related to the functions of the position. | Case study. Check list. |

**DESARROLLO DE CAPITAL HUMANO BIS**

***TEACHING LEARNING PROCESS***

| **Teaching methods and techniques** | **Means and teaching materials** |
| --- | --- |
| Case analysis Collaborative teams Research tasks  Brainstorming  Commented readings  Questionnaires  Debate | Audiovisual equipment Internet Computer Canon. |

***TRAINING SPACE***

| **Classroom** | **Laboratory / Workshop** | **Business** |
| --- | --- | --- |
| **X** |  |  |

**DESARROLLO DE CAPITAL HUMANO BIS**

*Learning Units*

| 1. **Learning unit** | **II. Leadership and human capital development.** |
| --- | --- |
| 1. **Theoretical hours** | 10 |
| 1. **Practical hours** | 35 |
| **4. Total hours** | 45 |
| 1. **LEARNING UNIT OBJECTIVE** | **Students will be able to propose assertive actions related to leadership, motivation and training, so that the improvement of teamwork performance is evident.** |

| **Topics** | **Know** | **Know how** | **Be** |
| --- | --- | --- | --- |
| Leadership for decision making. | Describe the importance of leadership as well as its different styles.  Explain the concepts and processes of negotiation and assertive communication in decision making.  Identify the influence of leadership in the operation of the Health and Wellness Centers. | Propose conflict resolution alternatives in work teams.  Propose interpersonal communication styles.  Propose an assertive leadership style | Leader  Service attitude  Analytical  Respectful  Decision making  Teamwork  Proactive  Responsible  Ability to plan  Organized  Critical |
| Principles of performance evaluation. | Identify the basic concepts of:  -Performance evaluation  - Motivation  - Compensation  Identify motivational techniques.  Describe the methods  of performance evaluation as well as their characteristics  Identify evaluation instruments. | Evaluate the technical performance of Health and Wellness Centers. Propose teamwork activities in the field of personal motivation.  Evaluate the technical performance of Health and Wellness Centers. Propose teamwork activities in the field of personal motivation. | | Leader  Service attitude  Analytical  Respectful  Decision making  Teamwork  Proactive  Responsible  Ability to plan | | --- | |
| Training Background of Human Capital | Identify the training needs detection methodology, (DNC).    Identify training needs detection techniques such as :  - Direct observation  - Surveys  - Interviews  - Problem analysis  - Self-assessment  - Performance assessment | Develop the detection of training needs, of a health and wellness center.  Propose a technical training program of the health and wellness center. | Leader  Analytical  Respectful  Decision-making  Teamwork  Proactive  Responsible  Ability to plan  Organized  Critical   |  | | --- | |

| **Topics** | **To know** | **Know how** | **Be** |
| --- | --- | --- | --- |
| **Leadership for decision making.** | Describe the importance of leadership as well as its different styles.  Explain the concepts and processes of negotiation and assertive communication, when taking decisions.   Identify the influence of leadership in the operation of Health and Wellness Centers. | Propose conflict resolution alternatives in work teams.  Propose interpersonal communication styles. | Leadership Service attitude  Being Analytical and Respectful  Showing: Assertiveness in behavior  Making Proper decisions  Building Teamwork Proactiveness Responsibility Ability for planning and proactive actions and solutions.  Being well organized in team collaborative actions and behavior |
| Principles of performance evaluation. | Identify the basis and concepts related to:  -Performance evaluation - Motivation -Compensation on the field of behavior which implies attitudes.  Identify motivation techniques, as well as concepts.  Describe the methods of performance evaluation and their characteristics.  Identify evaluation instruments. | Evaluate the technical performance of Health and Wellness Centers.  Propose teamwork activities in the field of personal motivation. | Leadership Service attitude Responsibility and critical service.  Assertive ;Decision making Teamwork objectives , Proactiveness Analytical and proper decisions oriented to wellness, taking into account the bio psyche and social approaches. Ability to plan and to do a specific program regarding the individual cases. |
| Training Background of Human Capital | Describe the definition and general guidelines of training according to the Federal Labor Law, (FLL).  Identify the importance of training within an organization oriented to human capital.  Describe the training process.             Identify the training needs detection , methodology, and techniques(DTN).                                           - Direct observation - Surveys - Interviews - Problem analysis - Self appraisal - Performance evaluation | Prepare the detection of training needs of a health and wellness center.  Propose a technical training program for the health and wellness center.  Self appraisal Performance | Leader Analytical Respectful Decision making Teamwork Proactive Responsible Ability to plan Organized Critical |

| **DESARROLLO DE CAPITAL HUMANO BIS** | | |
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| *EVALUATION PROCESS* | | |
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| | **Learning result** | **Learning sequence** | **Instruments and types of reagents** | | --- | --- | --- | | | |
| Based on a practical case, students will prepare a report that includes:  - Leadership style proposal  - Analyze interpersonal communication styles  - Performance evaluation  - Training needs detection  - Training proposal. - Conclusions | 1.Research as well as understand the fundamentals styles of leadership within teamwork  2.Understand the assertive communication process.  3. Analyze the importance of performance evaluation, motivation and compensation in human capital.  4. Understand the performance evaluation procedure and apply this knowledge in a case study. 5. Understand and apply a training needs detection procedure. | Practical exercises Check list. |

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TEACHING LEARNING PROCESS

| **Teaching methods and techniques** | **Media and teaching materials** |
| --- | --- |
| Case analysis Collaborative teams Practical exercises | Audiovisual equipment Internet Computer Canon. |

TRAINING SPACE

| **Classroom** | **Laboratory / workshop** | **Business** |
| --- | --- | --- |
| **X** |  |  |

**DESARROLLO DE CAPITAL HUMANO BIS**

CAPABILITIES DERIVED FROM THE PROFESSIONAL COMPETENCES TO WHICH THE SUBJECT CONTRIBUTES

| **Ability** | **Performance criterio** |
| --- | --- |
| To develop the therapeutic and cosmetologically treatment through hydrotherapy, mesotherapy and cosmetology techniques, to contribute to the integral well-being of the client. | Students must develop and apply the techniques of hydrotherapy, mesotherapy and cosmetology, according to the established protocol which includes : Installations, equipment and supplies to be used, timing, Temperature; indications, contraindications and benefits for the user.  Make a record of the application of the treatment, which will be integrated into the therapeutic file, which includes:  - Date, time and session number - Treatment specifying the techniques used in hydrotherapy, massage therapy and cosmetology, - Advances of treatment - Observations: - Reaction or affectation - Follow-up suggestions and medical reassessment - Responsible therapist and specialty |
| Supervise the operation of the health and welfare center verifying the execution of the established procedures, which aim is to comply with the operational planning. | Students must prepare a report, based on the supervision of the work program, which contains: - Supervision date - Level of compliance with the protocols - Responsible therapists - Compliance with hygiene and safety regulations - Resources used - Registration of the treatment application according to the established protocol - Conclusions - Observations and corrective and improvement proposals. |
| Evaluate the fulfillment of the goals and objectives of the health and wellness center through the analysis of performance indicators and quality, safety and hygiene standards to propose corrective, preventive and improvement actions. | Evaluate the fulfillment of the goals and objectives of the health and wellness center through the analysis of performance according to the following indicators: quality, safety and hygiene standards to propose corrective, preventive and improvement actions.  Prepare a complete report of results due to the operation of the welfare center, which includes: - Instruments and evaluation indicators - Analysis and interpretation of the supervision report - Degree of fulfillment of objectives and goals - Degree of user satisfaction - Degree of compliance with standards - Analysis and evaluation of findings - Proposal for corrective and improvement actions |

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