



**INTERNATIONAL QUALIFICATIONS
AND ASSESSMENT CENTRE (IQAC)**



«Approved»

Programme	Level 7 Diploma in Tourism & Hospitality	
Unit Number/ Unit Title	Unit 1 Strategic Leadership and Organizational Behavior	
Cohort Code:	L07SLO-U1	
Unit Level	Level 7	
Total Credits/Hours	Total qualification time 200/ Total Guided learning hours 90/ Self-guided learning hours 110	
Credits	20 CATS/ 10 ECTS	
Lecturer		
Start Date		End Date

Unit Aims	This module aims to develop strategic leadership competencies within tourism and hospitality contexts, with a focus on leading organisational change, managing diverse teams, and fostering a culture of innovation. Learners will explore theories of leadership and behaviour in organisational settings.
Differentiation Strategies <i>(e.g. planned activities or support for individual learners according to their needs)</i>	Various approaches to addressing the various identified students' needs will be adopted throughout the lesson. Such will include: <ol style="list-style-type: none">1. Progressive tasks2. Digital resources3. Verbal support4. Variable outcomes5. Collaborative learning6. Ongoing assessment7. Flexible-pace learning

Equality & Diversity	Variety of teaching techniques will be employed to ensure that the needs of each individual learner are met.
Safeguarding & Prevent	Safeguarding policies and the Prevent duty are strictly observed to ensure the safety, well-being, and inclusivity of all students and staff.
Health & Safety	SIRM H&S policies will be maintained.
Learning Resources	<p style="text-align: center;">Teaching and Learning Materials</p> <ul style="list-style-type: none"> • Northouse, P. G. (2021). Leadership: Theory and Practice. Sage. • Yukl, G. (2020). Leadership in Organizations. Pearson. • Robbins, S. P., & Judge, T. A. (2022). Organizational Behavior. Pearson. • Hofstede, G., Hofstede, G. J., & Minkov, M. (2010). Cultures and Organizations. McGraw-Hill. • Goleman, D. (2013). Emotional Intelligence. Bloomsbury.

Learning Outcome (The learner will be able to)	Assessment Criteria (The learner can:)
LO1. Evaluate strategic leadership theories in hospitality and tourism.	Compare classical and contemporary leadership models. 1.2 Assess leadership styles suited to the sector.
LO2. Analyse organisational culture and behaviour.	2.1 Examine key behavioural models within tourism organisations. 2.2 Evaluate the impact of culture on performance.
LO3. Manage conflict and lead change effectively.	3.1 Identify sources of organisational conflict. 3.2 Recommend strategies for leading successful change.
LO4. Demonstrate inclusive and ethical leadership.	4.1 Assess leadership strategies that support diversity and inclusion. 4.2 Apply ethical frameworks in leadership decisions.
LO5. Apply leadership in complex, global settings.	5.1 Analyse cross-cultural leadership challenges. 5.2 Propose strategies for leading global hospitality teams.

No	Learning Outcome / Topic	Learning and Teaching Activities	Which assessment criteria does the session relate to?	Day/month/year/ signature
1.	Introduction to Strategic Leadership and Organisational Behaviour	Overview of leadership and behavioural dynamics in tourism and hospitality contexts.	LO1, LO2	
2.	Classical and Contemporary Leadership Theories	Evaluate transformational, transactional, situational, and servant leadership models.	LO1	
3.	Strategic Leadership vs. Operational Management	Understand the distinction and interrelationship between leadership and management roles.	LO1	
4.	Leadership Styles and Their Impact on Organisational Performance	Examine how leadership influences productivity, motivation, and morale.	LO1	
5.	Leadership Competencies for the Hospitality and Tourism Sector	Identify critical leadership skills such as decision-making, emotional intelligence, and visioning.	LO1	
6.	Understanding Organisational Culture	Explore the foundations, elements, and significance of organisational culture.	LO2	
7.	Organisational Behaviour Theories	Analyze models explaining employee motivation, attitudes, and team dynamics.	LO2	
8.	Motivation in the Workplace: Maslow, Herzberg, and Expectancy Theory	Apply motivation theories to hospitality team engagement.	LO2	
9.	Group and Team Behaviour in Hospitality Organisations	Understand team formation, roles, norms, and cohesion.	LO2	

10.	Power, Politics, and Organisational Decision-Making	Examine the role of power structures and internal politics in leadership practice.	LO2	
11.	Conflict Sources and Types in Tourism and Hospitality Teams	Identify common causes of workplace conflict in multicultural and service environments.	LO3	
12.	Conflict Resolution Techniques and Negotiation Skills	Apply resolution frameworks to real-world tourism/hospitality scenarios.	LO3	
13.	Leading Organisational Change: Models and Frameworks	Evaluate Lewin's, Kotter's, and ADKAR models for managing change.	LO3	
14.	Overcoming Resistance to Change in Hospitality Organisations	Understand employee responses and strategies to foster acceptance and commitment.	LO3	
15.	Building a Change-Ready Culture	Explore how leaders cultivate innovation and adaptability.	LO3	
16.	Midterm	Midterm assessment covering all learning outcomes (theory and practical elements)	LO1, LO2, LO3	
17.	Leadership and Organisational Learning	Foster continuous learning and reflective practice in teams.	LO3, LO5	
18.	Innovation and Creativity in Leadership Practice	Develop leadership strategies that promote innovation and employee empowerment.	LO1, LO3	
19.	Leading Across Cultures	Understand Hofstede and Globe frameworks for managing multicultural teams.	LO5	
20.	Inclusive Leadership and Gender Diversity	Explore leadership practices that promote equity and inclusion.	LO5	
21.	Emotional Intelligence and Mindful Leadership	Apply self-awareness and empathy to lead in emotionally complex environments.	LO5	
22.	Strategic Communication for Leaders	Enhance verbal and non-verbal communication for global leadership impact.	LO5	

23.	Case Study: Leadership During Crisis (e.g. COVID-19 Recovery in Hospitality)	Analyze effective leadership decisions in high-stakes and uncertain contexts.	LO3, LO5	
24.	Organisational Development and Talent Management	Align talent strategy with organisational growth and innovation	LO2, LO3	
25.	Coaching and Mentoring as Leadership Tools	Foster personal development and team capacity through supportive leadership.	LO1, LO4	
26.	Reflective Leadership Practice	Develop skills of critical reflection, self-evaluation, and continuous improvement.	LO4	
27.	Leadership Simulation and Group Activities	Apply leadership and behavioural theory in interactive group scenarios.	LO4, LO5	
28.	Student Group Presentations: Leadership and Change in Action	Present practical leadership solutions to organisational behaviour or change problems.	LO1 – LO4	
29.	Final Project Submission: Strategic Leadership and Behaviour Report	Submit a comprehensive analysis linking leadership to organisational improvement.	LO1 – LO5	
30.	Final Exam Preparation & Review			
31.	Final Exam			