



### COURSE SPECIFICATION

Course code	full-time studies	<b>Z-ZB-E-409</b>
	part-time studies	-
Course title in English	<b>Communication and negotiation</b>	
Course title in Polish	<b>Komunikacja i negocjacje</b>	
Valid from academic year	<b>2025/2026</b>	

### PLACEMENT IN THE TEACHING PROGRAM

Programme of study	<b>BUSINESS MANAGMENT</b>
Level of education	<b>1<sup>st</sup> degree</b>
Studies profile	<b>academic</b>
Form and mode of study	<b>full-time programme</b>
Scope	<b>all</b>
Academic unit responsible for the course	<b>Department of Management and Organization</b>
Course coordinator	<b>dr Edyta Gąsiorowska-Mącznik dr Katarzyna Kiliańska</b>
Approved by	<b>dr hab. inż. Dariusz Bojczuk, prof. uczelni</b>

### GENERAL CHARACTERISTIC OF THE COURSE

Teaching block		<b>Directional subject</b>
Course status		<b>Obligatory</b>
Language of instruction		<b>English</b>
Semester of delivery	full-time studies	<b>Semester IV</b>
	part-time-studies	-
Prerequisites		<b>Organization and management, Human re-sources management</b>
Exam (YES/NO)		<b>NO</b>
ECTS		<b>3</b>

Method of conducting classes		lecture	classes	laboratory	project	other
Number of hours per semester	full-time	<b>15</b>		<b>30</b>		
	part-time					



### LEARNING OUTCOMES

Category	Outcome code	Course learning outcomes	Reference to the directional learning effect
Knowledge	W01	The student possesses knowledge of strategies for resolving economic conflicts occurring within and in the environment of the organization.	ZB1_W05
	W02	The student is familiar with the standards applicable to the resolution of disputes arising in the course of executing a commercial contract.	ZB1_W08
	W03	The student possesses knowledge of various forms of interpersonal communication at both verbal and non-verbal levels.	ZB1_W10
Skills	U01	The student is able to plan and conduct a negotiation process using the learned negotiation strategies and tactics.	ZB1_U11
	U02	The student applies legal and ethical standards governing the resolution of economic disputes.	ZB1_U10
	U03	The student is capable of establishing and maintaining interpersonal relationships while considering cultural differences.	ZB1_U08
Social competences	K01	The student is able to work and communicate effectively in a group while defending their own views with respect for other opinions and perspectives.	ZB1_K03
	K02	The student is capable of entrepreneurial thinking and seeking advantageous solutions to conflicts.	ZB1_K04
	K03	The student is able to work and make decisions related to the negotiation process under conditions of stress and uncertainty while adhering to the principles of professional ethics for negotiators.	ZB1_K06

### COURSE CONTENT

Method of conducting classes	Course content
lecture	Verbal Communication and Its Cultural Determinants. Non-Verbal Communication in the Negotiation Process. Assertiveness as a Defense Against Pressure and Manipulation in Negotiations. Causes of Commercial Negotiations. Negotiation Strategies and Tactics. Impasse. Alternative Dispute Resolution. The Importance of the Negotiator's Personality in the Negotiation Process. The Role of Cultural Differences in Negotiations: Examples from Selected Countries.
laboratory	Self-Presentation. Assertive Communication. Preparation for Negotiations. Selection and Development of Negotiation Strategies. Use of Tactics in Negotiations. Developing Negotiation Scenarios and Their Negotiation. Team Negotiations. Use of Heuristic Tricks in Negotiation Practice. Influencing the Negotiator and Defending Against Manipulation. Mediation as an Alternative Dispute Resolution Method. Job Interview as a Specific Form of Negotiation.



### METHODS FOR VERIFYING LEARNING OUTCOMES

Outcome code	Learning outcomes verification methods					
	Oral examination	Written examination	Test	Project	Report	Other
W01			X			
W02			X			
W03			X			
U01						X
U02						X
U03						X
K01						X
K02						X
K03						X

### FORM AND CONDITIONS OF ASSESSMENT

Form of classes	Assessment type	Assessment Criteria
lecture	Credit with grade	Semester test.
laboratory	Credit with grade	Presentations of papers, preparation of negotiation scenarios, practical negotiations, and student participation during classes.

### STUDENT WORKLOAD

ECTS Balance							
No.	Activity type	Student workload					Unit
		full-time					
1.	Scheduled contact hours	W	C	L	P	S	h
		15		30			
2.	Other (consultations, exams)	2		2			h
3.	Total number of contact hours	49					h
4.	Number of ECTS credits for contact hours	2,0					ECTS
5.	Number of hours of independent student work	26					h
6.	Number of ECTS points that a student obtains through independent work	1,0					ECTS
7.	Workload related to practical classes	50					h
8.	Number of ECTS credit points which a student receives for practical classes	2,0					ECTS
9.	Total number of hours of a student's work	75					
10.	ECTS credits for the course <i>1 ECTS credit =25 student learning hours</i>	3					ECTS

W - LECTURE C - CLASSES L - LABORATORY P - PROJECT S - SEMINAR



### READING LIST

1. Fisher R., Ury W., (2015), *Getting to Yes*, Penguin books, UK.
2. Schuster C. P., Copeland M. J., (1996), *Global business : planning for sales and negotiations*, The Dryden Press Harcourt Brace College Publishers.
3. Roy J., Lewicki B. B., Saunders D. M., (2015), *Essentials of Negotiation*, McGraw-Hill Education.
4. Zartman W., (2009), *Negotiation and Conflict Management: Essays on Theory and Practice*, Routledge.