

**Subject card**

<b>Subject name and code</b>	Interpersonal communication and negotiation skills I, PG_00139227						
<b>Field of study</b>	German Studies						
<b>Date of commencement of studies</b>	October 2024	<b>Academic year of realisation of subject</b>			2026/2027		
<b>Education level</b>	Bachelor's studies	<b>Subject group</b>			Obligatory subject group in the field of study Optional subject group Subject group related to scientific research in the field of study		
<b>Mode of study</b>	full-time studies	<b>Mode of delivery</b>			at the university		
<b>Year of study</b>	3	<b>Language of instruction</b>			Polish German 100%		
<b>Semester of study</b>	5	<b>ECTS credits</b>			2.0		
<b>Learning profile</b>	academic	<b>Assessment form</b>			credit		
<b>Conducting unit</b>	Division of German Language and Translation Studies -> Institute of German Philology -> Faculty of Languages -> Rector						
<b>Name and surname of lecturer (lecturers)</b>	<b>Subject supervisor</b>		dr Izabela Kujawa				
	<b>Teachers</b>						
<b>Lesson types</b>	<b>Lesson type</b>	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	<b>Number of study hours</b>	0.0	15.0	0.0	0.0	0.0	15
	E-learning hours included: 0.0						
	<b>Additional information:</b>  <ul style="list-style-type: none"> <li>• Simulation games</li> <li>• Lecture with a multimedia presentation</li> <li>• Group work</li> <li>• Critical incident analysis (case studies)</li> <li>• Discussion</li> </ul>						
<b>Learning activity and number of study hours</b>	<b>Learning activity</b>	<b>Participation in didactic classes included in study plan</b>		<b>Participation in consultation hours</b>		<b>Self-study</b>	<b>SUM</b>
	<b>Number of study hours</b>	15		1.0		34.0	50
<b>Subject objectives</b>	The aim of the negotiation techniques course is to provide students with knowledge and skills regarding methods and tools that enable effective communication in groups, as well as an introduction to issues related to negotiations.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[FGL3_U10] Has the ability to substantiate their formulated theses, is able to critically use the views of other authors, formulate conclusions and communicate them to various circles of addresses.	The student substantiates theses on interpersonal communication techniques with well-founded arguments based on linguistic analysis and practical examples. They critically engage with the views of other authors, integrating different perspectives into their analyses, which enables them to develop well-supported arguments.	[SU1] oral statement/conversation/discussion [SU5] implementation of a problem task
	[FGL3_K03] Is ready to engage in social and professional life, is characterised by pro-social attitudes and a sense of responsibility, and thinks and acts in an entrepreneurial manner	The student is prepared to engage in social and professional life, using linguistic knowledge in interpersonal communication both locally and internationally. They demonstrate a pro-social attitude and responsibility, applying advanced language techniques to build effective relationships while taking cultural differences into account.	[SK5] implementation of a problem task
	[FGL3_W14] Understands the diversity of information sources, the complex nature of language, its complexity, the ways in which language functions in different spheres of communication and the historical variability of meanings in German.	The student possesses advanced and in-depth knowledge of the complex nature of language and communicative acts, as well as the interpersonal contexts that shape them in a business environment.	[SW4] test/exam - oral or written [SW1] oral statement/conversation/discussion
	[FGL3_W08] Has knowledge of the interrelationships of Germanic philology with related humanities and social sciences. Has a basic knowledge of the participants in cultural, educational and business-economic activities, and knows and understands the basic principles of the creation and development of various forms of entrepreneurship.	The student has knowledge of the connections between linguistics and social sciences (social psychology, cultural anthropology), including the influence of culture on language and the impact of language on communication and negotiation strategies in different cultural contexts.	[SW2] presentation/project/paper/report [SW3] text preparation/written work
	[FGL3_U17] Can appropriately plan and determine priorities for the realization of a task defined by him/herself, together with others or by others; can cooperate with other students in team tasks and projects.	The student can appropriately plan and set priorities in the context of activities related to interpersonal communication and presentation.  They effectively collaborate with other students on team tasks and projects, using language skills to address communication problems, create cohesive communication strategies, and tailor language to specific needs and contexts.	[SU2] presentation/project/paper/report [SU5] implementation of a problem task
	[FGL3_W07] Has structured and advanced specific knowledge in the field of the chosen specialisation, i.e. translation theory, didactics and methodology and pedagogical activity or business and economy.	The student has well-organized and advanced detailed knowledge of interpersonal communication theory, particularly in the business environment	[SW1] oral statement/conversation/discussion [SW2] presentation/project/paper/report
	[FGL3_K02] Is ready to establish contacts and ask for help when expert knowledge is needed to solve a problem.	The student is willing to seek expert assistance when solving problems related to interpersonal communication requires specialized knowledge.	[SK1] oral statement/conversation/discussion [SK6] demonstration of practical skills
	[FGL3_U08] Is able to use concepts from the field of the chosen specialization and to apply linguistic knowledge (unders too dasforeign language competence) in typical professional situations.	The student is able to use concepts from interpersonal communication theory and apply their knowledge in the role of a German-speaking communication specialist within a company or institution.	[SU1] oral statement/conversation/discussion [SU2] presentation/project/paper/report [SU5] implementation of a problem task
	[FGL3_K01] They are aware of their knowledge and skills, and have a critical approach to the received and acquired content.	The student is aware of their knowledge and skills in interpersonal communication.	[SK5] implementation of a problem task

	Course outcome	Subject outcome	Method of verification
		[FGL3_W04] Knows and understands German terminology in their chosen specialisation, i.e.: translation theory, didactics or business and economy.	The student knows and understands German-language terminology related to dialogue pragmatics, interpersonal communication, and verbal business strategies.
Subject contents	Models of the communication process, levels and forms of communication, characteristics of interpersonal communication. Conversation as a fundamental form of interpersonal communication (structure and types of conversations: social, sales-oriented, interactive sales presentation, negotiations, establishing contact with a partner and starting a conversation, first impression effect, likability factor). Techniques for controlling a conversation. The art of active listening. Questioning techniques (informational, probing, open-ended, closed-ended questions). Self-presentation: building one's own credibility, shaping one's image and the organization's image. Types of public speaking. Basics of non-verbal communication: territories and zones, gestures and body language, Verbal and non-verbal communication in negotiation processes, Linguistic analysis of negotiation strategies and persuasive techniques, The significance of pragmatics and semantics in business negotiations		
Prerequisites and co-requisites	<ul style="list-style-type: none"> <li>• Selection of business and economic specialization.</li> <li>• Knowledge of the German language enabling the achievement of the intended learning outcomes.</li> </ul>		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Oral and written contributions prepared at home or formulated during simulated games and group work - 20% Written tests during the semester - 30% Oral presentations - 20% Written final exams - 30%	51.0%	100.0%
Recommended reading	Basic literature	<ul style="list-style-type: none"> <li>• Słupińska K./Gracz L. Negocjacje i komunikacja. Wybrane aspekty. Kraków 2018.</li> <li>• Rosa G./Ostrowska I./Słupińska K./Gracz L. Komunikacja międzykulturowa w biznesie. Kraków 2018.</li> <li>• Cialdini R. Wywieranie wpływu na ludzi. Teoria i praktyka, Gdańsk 2004.</li> <li>• Eismann V. Erfolgreich in Verhandlungen. Training berufliche Kommunikation. Berlin: Cornelsen Verlag, 2006.</li> <li>• Griffin E. Podstawy komunikacji społecznej, Gdańsk 2003.</li> <li>• Kamiński J. Negocjowanie, Warszawa 2004.</li> <li>• Stewart J. Mosty zamiast murów. Podręcznik komunikacji interpersonalnej, Warszawa 2005.</li> </ul> <p>The lecturer updates the current required reading list each time</p>	
	Supplementary literature	<ul style="list-style-type: none"> <li>• Gronbeck B.E., German K., Ehninger D., Monroe A. Zasady komunikacji werbalnej, Poznań 2006.</li> <li>• Mortensen K. Sztuka wywierania wpływu na ludzi, Kraków 2006.</li> <li>• Tokarz M. Argumentacja. Perswazja. Manipulacja, Gdańsk 2006.</li> <li>• Baczyński L. Sekrety skutecznych negocjacji, Warszawa 2008.</li> <li>• Cohen H. Wynegocjuj to! Gliwice 2006.</li> <li>• Enkelmann N.B. Die Sprache des Erfolgs, Rhetorik und Persönlichkeit So stärken Sie Ihr Ich. 4. Auflage, Wien, 2007.</li> <li>• Fuchs B. Sukces w każdym negocjacji, Warszawa 2008.</li> <li>• Kiesel M./Ulsamer R. Interkulturelle Kompetenz für Wirtschaftsstudenten, Berlin 2000.</li> <li>• Lay R. Manipulation durch Sprache, Rhetorik, Dialektik und Forensik in Industrie, Politik und Verwaltung, 5. Auflage, Berlin 1997.</li> <li>• Leary M. Wywieranie wrażenia na innych. O sztuce autoprezentacji, Gdańsk 2005.</li> <li>• Robinson, Collins In Verhandlungen gewinnen: Strategien, Techniken und Taktiken für Ihren Erfolg, Landsberg/Lech, 1992.</li> <li>• Sikorski W. Gesty zamiast słów. Psychologia i trening komunikacji niewerbalnej, Kraków 2005.</li> <li>• Weisbach, C.-R. Verhandeln und Moderieren für Wirtschaftsstudenten, Berlin 2000.</li> </ul> <p>The lecturer updates the current required reading list each time</p>	
	eResources addresses		

<p>Example issues/ example questions/ tasks being completed</p>	<ul style="list-style-type: none"> <li>• Conversation with the client: In pairs, participants will conduct a situation where one person acts as the company representative and the other as the client. The task is to conduct a sales conversation including presenting a product or service, identifying client needs, presenting an offer, and negotiating terms. After the conversation, an evaluation of the negotiation techniques used and the effectiveness of communication should be conducted.</li> <li>• Simulation: Students are to prepare for a negotiation based on a scenario where two sides have different goals and interests. They are to develop a negotiation strategy considering the negotiation structure, techniques for controlling the conversation, and asking questions. After the negotiations, they should discuss which techniques were effective and how they could be improved.</li> </ul>
<p>Work placement</p>	<p>Not applicable</p>

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