

Subject card

Subject name and code	Negotiations i Mediations, PG_00155949						
Field of study	Management of Healthcare Institutions						
Date of commencement of studies	October 2024		Academic year of realisation of subject			2025/2026	
Education level	Bachelor's studies		Subject group			Obligatory subject group in the field of study Subject group related to practical vocational preparation	
Mode of study	full-time studies		Mode of delivery			at the university	
Year of study	2		Language of instruction			Polish	
Semester of study	4		ECTS credits			2.0	
Learning profile	practical		Assessment form			credit	
Conducting unit	Zakład Zarządzania Organizacjami Publicznymi -> Department of Organisation and Management -> Faculty of Management -> Rector						
Name and surname of lecturer (lecturers)	Subject supervisor		dr Beata Wierzbicka				
	Teachers		dr Beata Wierzbicka				
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	0.0	15.0	0.0	0.0	0.0	15
	E-learning hours included: 0.0						
	Additional information: Auditorium exercises						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	15		5.0		30.0	50
Subject objectives	The aim of the course is to provide knowledge on effective interpersonal communication and to indicate methods and principles of conducting effective negotiations and mediation.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[ZISZL3_U05] The student is able to correctly select and apply methods and tools used, inter alia, in management and quality sciences, economics, sociology adequate to the problem and specificity of management of medical entities.	The student is able to use, at an advanced level, techniques and tools used in health care entities in the field of management and quality sciences, sociological sciences and economics.	[SU1] oral statement/conversation/discussion [SU2] presentation/project/paper/report [SU5] implementation of a problem task [SU6] demonstration of practical skills [SU8] observation of student's independent or team work
	[ZISZL3_W03] The student knows and understands to an advanced degree the functions of management and the role of managers in their implementation, as well as ways to achieve the goals of health care units.	The student is able to determine aspects of the impact of managerial staff actions on the management of organizations and is able to formulate ways of achieving the goals of healthcare entities.	[SW1] oral statement/conversation/discussion [SW2] presentation/project/paper/report [SW5] implementation of a problem task
	[ZISZL3_W07] The student knows and understands the impact of medical activity on the environment and society, as well as the accompanying legal and ethical implications.	The student is able to determine the impact of the activities of healthcare entities on the functioning of the natural environment and society, along with the accompanying legal and ethical implications.	[SW1] oral statement/conversation/discussion [SW3] text preparation/written work [SW5] implementation of a problem task
	[ZISZL3_U04] The student is able to use the acquired knowledge from a specific area of management and quality sciences in professional practice, including the management of medical entities.	The student is able to use the acquired knowledge in the area of management and quality sciences in professional practice, in particular in the management of healthcare organizations.	[SU1] oral statement/conversation/discussion [SU2] presentation/project/paper/report [SU6] demonstration of practical skills [SU8] observation of student's independent or team work
	[ZISZL3_W05] The student has advanced knowledge of the environment of health care entities and changes occurring in their area, as well as the relationship, significance and impact of the environment and stakeholders on the functioning of health care entities. Knows the basic methods of diagnosing the macro- and micro-environment of health care entities.	The student is able to identify changes occurring in the environment of healthcare entities, as well as is able to determine the impact of the environment and stakeholders on the functioning of these entities.	[SW4] test/exam - oral or written [SW1] oral statement/conversation/discussion [SW2] presentation/project/paper/report [SW5] implementation of a problem task
	[ZISZL3_U03] The student takes into account in the decision-making process its legal, ethical, social, environmental and economic consequences, while taking into account the specificity of the functioning of medical entities and taking into account the welfare of the patient.	The student is able to make decisions regarding the functioning of health care entities taking into account their legal, ethical, social and ecological implications.	[SU1] oral statement/conversation/discussion [SU4] test/exam - oral or written [SU5] implementation of a problem task [SU6] demonstration of practical skills [SU8] observation of student's independent or team work
	[ZISZL3_K02] The student applies an analytical approach to problem solving, is able to independently search for solutions, as well as use expert opinions.	The student is able to independently conduct the problem-solving process, taking into account the opinions of experts.	[SK1] oral statement/conversation/discussion [SK2] presentation/project/paper/report [SK5] implementation of a problem task [SK6] demonstration of practical skills [SK8] observation of student's independent or team work
	[ZISZL3_K01] The student is able to critically analyse the received content with particular emphasis on social and economic sciences.	The student analyzes with understanding material from the field of management and quality sciences, economics and social sciences.	[SK1] oral statement/conversation/discussion [SK4] test/exam - oral or written [SK5] implementation of a problem task [SK6] demonstration of practical skills [SK8] observation of student's independent or team work

Subject contents	1. Negotiations - introduction (definitions, goals, principles of conduct) 2. Stages of negotiation. 3. Negotiation tactics and orientations - characteristics of an effective negotiator. 4. Verbal and non-verbal communication in negotiations and mediations - types, characteristics, barriers, principles of communication. 5. Negotiator - characteristics 6. Mediation - essence, principles, characteristics and role of the mediator 7. Conducting negotiations - workshop		
Prerequisites and co-requisites	Knowledge of Management Basics		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	test	51.0%	35.0%
	completing a term paper - project or presentation	51.0%	35.0%
	Text analysis with discussion	51.0%	30.0%
Recommended reading	Basic literature	R. Fisher, W. Ury, B. Patton, Getting to YES. Negotiations without giving up, PWE, Warsaw 2016. W. Ury, Moving Away from NO. Negotiating from Confrontation to Cooperation, PWE, Warsaw 2013. Ch. Voss, T. Raz, Negotiate as if your life depended on it, MTBiznes, Warsaw 2017. Collective work: Negotiations - the path to a social pact. Experiences, content, partners, forms, Institute of Labor and Social Affairs, Warsaw 1995	
	Supplementary literature	L. Buksak, School of speakers. Think and present differently than everyone else, HELION, Gliwice 2019. Knocińska A., A. Stefańska, E. Kwiatkowska (eds.), Conflict - negotiations - culture - communication. Psychosocial conditions and applications, Publ. Adam Marszałek, Toruń 2014. K. Błaszczuk, R. Uździcki, Zbigniew Nęcki (eds.), Communication and negotiation and interpersonal cooperation, Publisher: Adam Marszałek, Toruń 2010	
	eResources addresses		

Example issues/ example questions/ tasks being completed	
Work placement	Not applicable

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