University of Gdańsk

Subject card

Subject name and code	Communication in the Company II, PG_00188863		
Field of study	German Studies		
Date of commencement of studies	October 2026	Academic year of realisation of subject	2027/2028
Education level	Bachelor's studies	Subject group	Obligatory subject group in the field of study Optional subject group Subject group related to scientific research in the field of study
Mode of study	full-time studies	Mode of delivery	at the university
Year of study	2	Language of instruction	German German 80% Polish 20%
Semester of study	4	ECTS credits	1.0
Learning profile	academic	Assessment form	credit
Conducting unit	Division of German Language and Translation Studies -> Institute of German Philology -> Faculty of Languages -> Rector		
Name and surname of lecturer (lecturers)	Subject supervisor	dr Izabela Kujawa	
	Teachers		

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

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	1.0	9.0	25

Subject objectives

The aim of the course is to develop skills for active and effective communication with German-speaking partners, taking into account intercultural factors, as well as to introduce and practice tools related to work organization in a corporation.

Learning outcomes

Course outcome	Subject outcome	Method of verification
[FGL3_U03] They can apply knowledge of humanities and social sciences useful in the work of a German philologist	At an advanced level, is able to consciously, critically, and context-appropriately apply knowledge from the humanities and social sciences to solve complex communication problems in a professional environment relevant to the work of a German studies specialist.	[SU2] presentation/project/paper/ report [SU5] implementation of a problem task
[FGL3_U04] They can communicate with others using specialised terminology from linguistics, literary studies and cultural studies, particularly on topics related to the German language, literature and culture of the German-speaking world	At an advanced level, is able to communicate effectively in a professional and business environment using specialized terminology from linguistics, and cultural studies, particularly with regard to the German language and the complex cultural and communicative contexts of German-speaking countries.	[SU1] oral statement/conversation/ discussion [SU2] presentation/project/paper/ report
[FGL3_W09] They know and understand the fundamental dilemmas of the contemporary civilisation in the context of issues related to intercultural linguistic and literary communication and the role of modern information technologies in the work of a German philologist	At an advanced level, has knowledge and understanding of complex dilemmas of contemporary civilization and critically analyses them in the context of intercultural linguistic communication, while consciously and reflectively using modern information technologies in the work of a German studies specialist.	[SW1] oral statement/ conversation/discussion [SW2] presentation/project/paper/ report
[FGL3_W10] They know and understand the basic social, ethical, economic and legal conditions of professional activity requiring knowledge of German, as well as the basic principles of creating and developing various forms of entrepreneurship useful in planning a career as a German language specialist	At an advanced level, has knowledge and understanding of the complex social, ethical, economic, and legal determinants of professional activity requiring proficiency in German, and critically analyses and applies the principles of establishing and developing various forms of entrepreneurship in planning and shaping a career path as a German studies specialist.	[SW4] test/exam - oral or written [SW1] oral statement/ conversation/discussion [SW2] presentation/project/paper/ report

Subject contents

- Conducting commercial and business correspondence using the example of order processing, part 2: preparing the order, order confirmation, invoice, delivery, reminder, complaint.
- Exercises in conducting telephone conversations.

Additionally, the course cover the following aspects:

- the role of language and communication in effective business management
- communication techniques in internal and external organizational relationships
- linguistic analysis in the cultural and intercultural business context

Prerequisites and co-requisites

- Selection of business and economic specialization
- Knowledge of the German language enabling the achievement of the intended learning outcomes.

Assessment methods and criteria

Subject passing criteria	Passing threshold	Percentage of the final grade
oOral and written assignments (simulation games, group work)	51.0%	30.0%
oral presentations	51.0%	20.0%
written final exam	51.0%	30.0%
written tests	51.0%	20.0%

Recommended reading	Basic literature	• Eismann V. 2006. Erfolgreich am Telefon und bei Gesprächen im Büro. Training berufliche Kommunikation. Berlin: Cornelsen Verlag. • Eismann V. 2007. Erfolgreich in der interkulturellen Kommunikation. Training berufliche Kommunikation. Berlin: Cornelsen Verlag. • Eismann V. 2010. Erfolgreich in der geschäftlichen Korrespondenz. Training berufliche Kommunikation. Berlin: Cornelsen Verlag. • Kiefer K.-H. 2013. Der letzte Schliff. Intensiv-Training für polnische Deutschlerner in Studium und Beruf. Warszawa: Wydawnictwo Poltext. • Kujawa, I. (red.) 2020. Wirtschaftsdeutsch als Fremdsprache. Ein Leitfaden mit ausgewählten Themen für die Praxis. Gdańsk: Wydawnictwo UG. • Levy-Hillerich D., Feams A., 2009. Kommunikation im Beruf für alle Sprachen: B1-B2 Kommunikation in der Wirtschaft. Cornelsen Verlag. • Wergen J., Wörner A., 2013. PONS Bürokommunikation Deutsch: Musterbriefe, Textbausteine und Übungen für jeden geschäftlichen Anlass. Pons GmbH. Stuttgart.
	Supplementary literature	• Buscha A., Linthout G. Geschäftskommunikation Verhandlungssprache: Deutsch als Fremdsprache. Hueber Verlag. • Dregger, H., Dregger, P. 1998. Polsko-niemiecki i niemiecko-polski słownik handlowo-finansowy. Warszawa: Poltex. • Hering A., Matussek M. Geschäftskommunikation Besser schreiben: Deutsch als Fremdsprache. Hueber Verlag. • Kienzler, I. 2000. Słownik prawniczo-handlowy niemiecko-polski i polsko-niemiecki. Janki k.Warszawy: AW Morex. • Kilian A. 2002. Słownik języka prawniczego i ekonomicznego polsko-niemiecki i polsko-niemiecki. Warszawa: C. H. Beck. • Rohrer, H.-H. 2008. Kommunizieren im Beruf: 1000 nützliche Redewendungen. Lehr- und Arbeitsbuch. Verlag Lektorklett. • Kafka, W., Majakiewicz, A., Ziemska, J., Zubik, K. 2008. Aktuelles zu Wirtschaft und Politik. Warszawa: C. H. Beck. • Perrin, D. 2006. Medienlinguistik. Konstanz: UVK Verlagsgesellschaft mbH.
	eResources addresses	
Example issues/ example questions/ tasks being completed	• Write a professional email ordering products or services from a selected supplier. Then, write a response in the form of an order confirmation, including all necessary information. • Write a reminder to a client who has not settled their payment on time, considering the appropriate tone and form for the situation. • Write a complaint letter regarding a defective product or delayed delivery. Include all necessary details in the letter to ensure the complaint is clear and understandable. • Conduct a simulated phone conversation with a client who is making a complaint. Determine how to resolve the issue while maintaining professionalism and effective communication.	
Work placement	Not applicable	

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