

Course title:	Negotiations and interpersonal communication				Code:
Field of study:	Tourism and recreation				Year/Semester: I/1
Specialization:	all				Modes: F/E
Number of hours / semester 30/16					ECTS credits: 2
Lectures: 15/8	Classes: 15/8	Laboratories:	Projects:	Seminars:	

Department: Management and Marketing

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Course position in the study programme:

- general course

Objectives:

- to understand the principles of communication, to get to know the mystery of the language and the art of persuasion
- to show various reasons and signs of interpersonal communication exchange and the ways of problem solving
- to teach methods and techniques which make it possible to use the ability of communicating effectively

Course contents:

1. Verbal communication – the role of language communication.
2. Non-verbal communication – body language.
3. How to cope with an interlocutor?
4. Ways of negotiations.
5. The meaning of active listening.
6. Representation systems.
7. How to ask questions?
8. How to start the conversation?
9. Principles and the course of communicating with people.
10. The analysis of proximal issues.
11. Assertiveness training.

Teaching methods: to gain the ability of effective negotiations, both business and social, to gain the ability of persuading others to our own ideas, products or ourselves

Assessment methods: three tests a semester, oral verification of knowledge, final written quiz

Recommended reading:

Compulsory:

- Thomson P. „Sposoby komunikacji interpersonalnej” Poznań 1998
- Jamrożek B. „Komunikacja interpersonalna” Poznań 2000
- Grzebiuk L. „Studia nad komunikacją interpersonalną” Warszawa 1994

Supplementary:

- Filipiak M. „Homo Comunicens- Wprowadzenie do teorii masowego” Lublin 2004
- Fisher R., Ury R. „Dochodząc do tak. Negocjacje bez poddawania się” Warszawa 1991
- Nęcki Z. „Komunikowanie interpersonalne” Warszawa 1992