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| **Module card** |
| I. GENERAL INFORMATION |
| **WITELON COLLEGIUM STATE UNIVERSITY****DEPARTMENT OF SOCIAL AND HUMAN SCIENCE**  |
| **Field** | Internal Security |
| **Module title** | **Interpersonal communication. Mediations and Negotiations** |
| **Language of lecture** | English |
| **ECTS points** | **3** |
| **Preliminary conditions:** | none |
| II. Education aims |
| CW1-familiarisation of the students with the nature of conflicts which may occur in organisations. CU2-development of the students’ skills of resolving conflicts which may occur in organisations. CK3-development of the students’ skills of group cooperation. |
| The students participating in the courses within this module, should be familiar with the issues related to the basics of law, the functioning of administration and Polish and EU state administration bodies as well as those related to organisation and management. |
| III. Education outcomes |
| EK1:K\_W10-the student comprehands the structures and organising principles of contemporary organisations, methods and techniques of their management as well as conflicts which may occur in those organisations and the ways of their resolving.EK2:K\_W20-the student possesses basic knowledge of man, his development and rights.EK3:K\_U11-the student sets up organisations, applies methods and techniques of organisation management and resolves conflicts which may occur in organisations (assumption: the students can set up and manage organisations, and in the course of the classes within this module they acquire the skills of resolving conflicts in organisations). EK4:K\_U20-the student prepares written assignments, speeches and communicates with their environment (assumption: the students can produce written assignments, and in the course of the classes within this module they develop their skills of communication with the environment, this includes practising speech delivery). EK5:K\_U22-the student finds practical applications for their knowledge of man and his development.EK6:K\_K03-the student cooperates and works in a particular organisation performing a variety of roles. |
| IV. EDUCATIONAL METHODS |
| **Assesment method:*****\*credit and exam-specific requirements:***• the exam or end-of-term test may be conducted both in a written and oral form, which should be adjusted to the nature of the subject;• the written exam paper must be presented to the student on request (the examiner is obliged to keep it for one year following the exam);***\* in order to obtain a passing grade, the student is obliged to:***• at least sufficiently familiarise themselves with and comprehend all the material contained in the primary sources or in other forms available as a result of their participation in active classes;• at least sufficiently master all the skills specified in the course syllabus, exercised in class;• show at least sufficient ability of observing and analysing the surrounding phenomena, especially the ones they are likely to encounter in their practical activities in the future, as graduates;• meet all the relevant requirements for obtaining a passing grade in the course, prior to taking the exam.*The total number of points evaluating the degree of required knowledge or developed skills* is to be specified and presented to the students by the tutor. A varied number of points may be awarded for particular questions depending on the degree of their difficulty and complexity. The students receive a grade for their gain of sufficient knowledge (development of sufficient skills), where:50-60% points-3,0, 60-70% points-3,5, 70-80% points-4,0, 80-90% points- 4,5, over 90% points –5,0. |
| **Student workload:*** Contact hours with a tutor, which include: 23 hours of participation in classes, 4 hours of consultation, 4 hours of outcome verification (average number of hours – 31hours)
* Individual work – (average number of hours 70 hours)
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| V. MODULE TYPE AND CONTENTS |
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| Code | Lecture / Subject matter | Number of hours |
| W1-W4 | - The notions of negotiation and mediation.- Conflict and cooperation as background for negotiation and mediation.- Negotiation as a communication process. Cultural and ethical conditions of negotiation.  Mediation as a way of resolving problems occurring in organisations.- Basis of the theory of communication. Problems and processes of communication. Efficient  communication. The role and importance of verbal and non-verbal communication.- Forms and means of communication in social life. Communication systems versus social  systems. Active listening.- Social groups and their role in communication, negotiation and mediation. \* Influencing others.  Objectives and strategies of medial communication. Speech delivery, preparation of  messages and memos.Relations in the process of social communication. Communication  in critical situations. Rules of cooperation with the media. Legal aspect of communication,  negotiation and mediation.  | 15 |
|  | Total | **15** |
| Code | **Practical classes / Subject matter** | Number of hours |
| P1 – P3 | Development of the students’ skills of the resolution of conflicts which may occur in organisations – discussion, groupwork with the use of aids specified by the tutor, written assignments produced in accordance with the guidelines provided by the tutor, case studies. | 6 |
| P4 - P6 | Development of the students’ skills of communications with their environment, including their public speaking skills – discussions, groupwork with the use of aids specified by the tutor, written assignments produced in accordance with the guidelines provided by the tutor, case studies. | 6 |
| P7 | Development of the students’ skills of practical application of their knowledge of man and his development – discussions with conclusions drawn by the students. | 1 |
| P7 - P8 | Development of the students’ cooperation skills and their ability to work in a particular organisation, performing a variety of roles - discussions with conclusions drawn by the students. | 2 |
|  | Total | **15** |

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| VII. ECTS POINT BALANCE SHEET - STUDENT'S WORKLOAD |
| **Category** | **Student’s workload** |
| ***Contact hours***\* Contact hours with a tutor, which include: 23 hours of participation in classes, 4 hours of consultation, 4 hours of outcome verification (with exam). | **34** |
| Participation in lectures | **15** |
| Participation in classes, workshops | **15** |
| Exam | **4** |
| ***Independent student’s work*** | **41** |
| Preparation for the lecture | **8** |
| Preparation for the classes, workshops | **13** |
| Preparation for the test | - |
| Preparation for the exam | **20** |
| Preparing the project | **-** |
| Preparing multimedia presentation | **-** |
| ***Total numer of hours*** | **75** |
| ***ECTS points***  | **3** |
| VIII. Recommended literature |
| **The lecturer's own materials & among others:**1. Centre for Humanitarian Dialogue, *Understanding, Negotiating and Mediating Conflicts*, Geneva 2017.2. S. Brown, Ch. Cervenak, D. Fairman*, Alternative Dispute Resolution Practitioners Guide* (Center for Democracy and Governance) Legal Aid and Professional Ethics [2016 pdf]3.T. Bergman, *How to „Win” every mediation*, [2013 pdf.]4. A. P. Castro, A. Engel (ed.), *Negotiation and mediation techniques for natural resource management. Case studies and lessons learned*, Rome 2007.5.M. Schatzki, W. R. Coffey, *Negotiation. The Art of Getting What You Want* – [2009 pdf]6. K. Cherry, *Types of Nonverbal Communication. Understanding Body Language and Facial Expressions -* [2018/2019 pdf] |
| **The author of the program of the module: dr Rafał Kubik (PhD)** |