

Doctor Anna Scheibe

adiunct in the Department of Economic Sciences

PROJECT

Syllabus for course 'Techniques of negotiations and mediations in administration'

on the study program: *Administration*

I. General information

1. Name of education module:
Techniques of negotiations and mediations in Administration
2. Education module code:¹
TNM (10-TNMw-a1-s; 10-TNMw-a1-n)
3. Type of module:
Facultative
4. Program of studies:
Administration
5. Level of studies:
First
6. Year of studies:
First
7. Semester:
winter
8. Number of classes and hours:
Residential studies: 30 hours of lecture.
Extramural studies: 15 hours of lecture and 15 hours of e-learning classes.
9. Number of ECTS points:
3 ECTS
10. First and second name, degree, e-mail of the teacher:
a) Dr Anna Scheibe (scheibe@amu.edu.pl)
11. Language of course:
Polish

II. Detailed information

¹ Kod modułu (przedmiotu) z systemu USOS.

1. Aim of the education module :

The basic knowledge on techniques and strategies of negotiations and mediations as well as acquiring practical negotiations skills

2. Preliminary requirements in knowledge, skills and social competences:)

none

3. Education effects In knowledge, skills and social competencies for the education module and a reference to education effects for the study program.^{2 3}

Symbol of education effects ⁴	Having finished the module (course) and having passed the exam the student can:	Reference to education effects for the study program ⁵
TNM_01	Understand the nature of communication process and reasons of conflicts in administration	K_W01, K_W05, K_W06-07, K_U01-08, K_K02-07
TNM_02	Explain what negotiations are, what are it's phases, range, and in which situations it is necessary to negotiate and mediate	K_W01, K_W05, K_W06-07, K_U01-08, K_K02-07
TNM_03	effectively ask questions, listen, argument and contrargument	K_W06-07, K_U01-08, K_K02-07
TNM_04	Understand the role of verbal and non-verbal Communications in negotiation and mediation process	K_W06-07, K_U01-08, K_K02-07
TNM_05	Prepare to the negotiations	K_W06-07, K_U01-08, K_K02-07
TNM_06	Use techniques and strategies to reach his goals	K_W06-07, K_U01-08, K_K02-07
TNM_07	Finish negotiation process and prepare all the necessary documents	K_W06-07, K_U01-08, K_K02-07
TNM_08	Understand social background of negotiations and mediations	K_W06-07, K_U01-08, K_K02-07

4. Education content:⁶

Name of educational module: **Techniques of negotiation and mediation in administration (TNM)**

² Zasadniczo należy nawiązać do kierunkowych efektów kształcenia z zakresu wiedzy i umiejętności społecznych. Jednak nie należy dzielić efektów kształcenia danego modułu na kategorie wiedzy, umiejętności i kompetencji społecznych. Każdy moduł (przedmiot) nie musi obejmować wszystkich trzech kategorii efektów kształcenia, ani też każdego efektu. Jeśli efektem kształcenia jest np. analiza wymagająca określonej wiedzy, to nie trzeba oddzielnie definiować efektów kształcenia w kategorii wiedzy.

³ Zaleca się, aby, w zależności od modułu, liczba efektów kształcenia zawierała się w przedziale: 5-10.

⁴ Kod modułu kształcenia, np. PK_01 (PK-kod modułu „Prawo karne” w USOS).

⁵ Efekty kształcenia dla kierunku studiów *Prawo* (np. K_W01, K_U01,...), gdzie: W – wiedza; U – umiejętności; K – kompetencje społeczne (wyszczególnione tylko w symbolach kierunkowych efektów kształcenia); 01, 02... – numer efektu kształcenia.

⁶ Zaleca się, aby, w zależności od modułu, liczba treści kształcenia zawierała się w przedziale: 5-10.

Symbol of education content ⁷	Description of educational content	Reference to education effects ⁸
TK_01	Basic problems – communication process, negotiation and mediation definitions, the role in administration	TNM_01-03, TNM_07
TK_02	Negotiations and mediations as a way to solve the conflicts – reasons of conflict and the ways to solve it	TNM_02-08
TK_03	Negotiation phases and preparation to the negotiations process	TNM_02-08
TK_04	Role of effective verbal and non-verbal communication	TNM_02-08
TK_05	Characteristics of a good negotiator, time and place of negotiations, negotiation team	TNM_02-08
TK_06	Cultural, social and psychological background of negotiation process	TNM_01-08
TK_07	Main negotiation phase – styles, tactics and techniques, time management, stagnation and impasse in negotiations	TNM_02-08
TK_08	Mediation as a way to solve the impasse	TNM_02-08
TK_09	The ending phase of negotiations and mediation	TNM_02-08

5. Literature:

M. Tabernacka „Negocjacje i mediacje w sferze publicznej”, Oficyna Woulters Kluwer business, Warszawa 2009, and books on negotiations the available on the market. Detailed information on the topic will be presented by a teacher at the beginning of semester

6. Information on the b-learning usage:

B-learning will take place on the extramural studies. (15 hours of a direct course with a teacher and 15 hours of e-learning).

7. Information on the place of additional instructions, materials for the course etc .:

The information on the accessibility will be presented by a professor et the beginning of the academic year

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III. Additional information

1. Reference of the educational effects and contents to the wya of giving the course and evaluation methods:

⁷ np. TK_01, TK_02.

⁸ np. PK_01 – kod modułu kształcenia wg tabeli w pkt. II.3 (kolumna pierwsza).

Module name (course): Techniques of negotiation and mediation in administration (TNM)			
Symbol of education effect for a module ⁹	Symbol of the education content ¹⁰	Ways of giving the lecture	Evaluation methods ^{11 12}
TNM_01	TK_01	Lecture	Written examination
TNM_02	TK_02-11	Lecture and the exercises based on active engagement of student into negotiation problems solving (group work)	Written examination, attendance and active participation
TNM_03	TK_01	a.m.	a.m.
TNM_04	TK_02-11	a.m.	a.m.
TNM_05	TK_02	a.m.	a.m.
TNM_06	TK_02-11	a.m.	a.m.
TNM_07	TK_02-11	a.m.	a.m.
TNM_08	TK_02-11	a.m.	a.m.
TNM_09	TK_02-11	a.m.	a.m.
TNM_08	TK_02-11	a.m.	a.m.

Examination questions are identical to the above mentioned description of educational content.

Exercises are based on putting students in a precise negotiation situation, asking them to solve the problem, and commenting the results afterward

2. ECTS points

Name of educational module (course): Techniques of negotiations and mediations in administration (TNM)	
Form of activities	Medium number of hours on activity ¹³
Hours of courses with a teacher	Residential studies: 30 hours of lecture Extramural studies: 15 hours of lecture, 15 hours of <i>e-learning</i>
The own work of student (all form together) ^{14 15}	
The sum of hours	
Total number of ECTS points for module	3

3. Total quantity indicators:

⁹ np. PK_01 – kod modułu kształcenia wg tabeli w pkt. II.3.

¹⁰ np. TK_01 – symbol treści kształcenia wg tabeli w pkt. II.4.

¹¹ Proszę uwzględnić zarówno oceny formujące (F) jak i podsumowujące (P).

¹² Zaleca się podanie przykładowych zadań (pytań) służących ocenie osiągnięcia opisanych efektów kształcenia.

¹³ Godziny lekcyjne, gdzie 1 godzina lekcyjna oznacza 45 min.

¹⁴ Praca własna studenta – przykładowe formy aktywności: (1) przygotowanie do zajęć, (2) opracowanie wyników, (3) czytanie wskazanej literatury, (4) napisanie raportu z zajęć, (5) przygotowanie do egzaminu.

¹⁵ Przy przeliczeniu 30 godzin pracy studenta na 1 punkt ECTS. Wtedy pracę własną studenta należy obliczyć poprzez iloczyn 30 i liczby punktów ECTS dla danego modułu, pomniejszony o łączną liczbę godzin poświęconych na zajęcia w planie.

Total ECTS, receive after classes with teacher and students homework :

3 ECTS

Student receives ECTS for the whole module Principles of marketing, which means for passing the final examination and the active participation in class

4. Evaluation criteria:

- a) **Level of knowledge**
- b) **The level of skills –according to the educational effects**
- c) **Attendance and active participation in the course**

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