University of Silesia in Katowice

1.	Field of study	Sustainable Tourism
2.	Faculty	Faculty of Natural Sciences
3.	Academic year of entry	2025/2026 (winter term)
4.	Level of qualifications/degree	first-cycle studies
5.	Degree profile	general academic
6.	Mode of study	full-time

7.	General information about the module	
Module name		Interpersonal communication and negotiation
Module code		W2-TZ-S1-035
Number of the ECTS credits		2
Language of instruction		Polish
Purpose and description of the content of education		The subject Interpersonal communication and negotiation focuses on developing effective communication skills and negotiation techniques, which are key to working in the tourism industry. During the course, students will become familiar with the principles of effective verbal and non-verbal communication, conflict resolution methods and negotiation techniques. The subject will equip students with practical skills necessary to build relationships with clients, co-workers and business partners, as well as to effectively manage conflict and negotiation situations. The subject is practical in nature, combining elements of psychology, management, communication and negotiation. The main objective of the subject Interpersonal communication and negotiation is to familiarize students with the principles of effective verbal and non-verbal communication and their application in work in tourism, develop skills to resolve conflicts and conduct negotiations in a professional and effective manner, and prepare students to build relationships with clients, co-workers and business partners.
List of modules that must be completed before starting this module (if necessary)		not applicable

8.	Learning outcomes of the module			
Code	Description		Learning outcomes of the programme	Level of competenc (scale 1-5)
W2-TZ-S1-035_1	knows and understands the principles of effective verbal and non-verbal communication and their importance in working in tourism		TZ-W01	1
			TZ-W06	1
W2-TZ-S1-035_2	understands conflict resolution methods and negotiation techniques in the context of the tourism industry		TZ-W01	1
			TZ-W06	1
W2-TZ-S1-035_3	knows the principles of building relationships with clients, co-workers and business partners		TZ-W06	1
			TZ-W07	1
W2-TZ-S1-035_4	can communicate effectively with various audiences, including clients, colleagues and business partners		TZ-U04	1
			TZ-U06	1
W2-TZ-S1-035_5	is able to resolve conflicts and conduct negotiations in a professional and effective manner		TZ-U04	1
			TZ-U06	1

University of Silesia in Katowice

W2-TZ-S1-035_6	is able to build and maintain positive relationships with clients, colleagues and business partners	TZ-U04	1
		TZ-U06	1
W2-TZ-S1-035_7	is aware of the importance of effective communication and negotiation in working in the tourism industry and is ready to take action to build positive relationships	TZ-K04	1
		TZ-K06	1
W2-TZ-S1-035_8	understands the importance of openness, empathy and professionalism in working with clients and colleagues	TZ-K04	1
		TZ-K06	1
W2-TZ-S1-035_9	is ready to continuously improve his communication and negotiation skills	TZ-K05	1
		TZ-K06	1

9. Methods of conducting classes

Code	Category	Name (description)
e01	Practical methods	Laboratory exercise / experiment *[also conducted as fieldwork] a method of practical application of knowledge; implemented in three stages: the recognition of a problem induced by the task content, the formulation of the problem and the attempt to solve it accompanied by the assessment of the effects; the goal is to acquire skills, abilities and habits, and to consolidate the acquired knowledge so that it becomes operational; the laboratory method assumes greater independence of learners than carrying out an experiment*

10. Forms of teaching

Code	Name	Number of hours	Assessment of the learning outcomes of the module	Learning outcomes of the module	Methods of conducting classes
W2-TZ-S1-035_fs_1	laboratory classes	30	course work	W2-TZ-S1-035_1, W2-TZ-S1-035_2, W2-TZ-S1-035_3, W2-TZ-S1-035_4, W2-TZ-S1-035_5, W2-TZ-S1-035_6, W2-TZ-S1-035_7, W2-TZ-S1-035_8, W2-TZ-S1-035_9	e01

11. The student's work, apart from participation in classes, includes in particular:

Code	Category	Name (description)	Is it part of the BUNA?
a01	Preparation for classes	Search for materials and review activities necessary for class participation *reviewing literature, documentation, tools and materials as well as the specifics of the syllabus and the range of activities indicated in it as required for full participation in classes*	Yes
a02	Preparation for classes	Literature reading / analysis of source materials *reading the literature indicated in the syllabus; reviewing, organizing, analyzing and selecting source materials to be used in class*	Yes
b01	Consulting the curriculum and the organization of classes	Getting acquainted with the syllabus content *reading through the syllabus and getting acquainted with its content*	Yes
b02	Consulting the curriculum and the organization of classes	Verification / adjustment / discussion of syllabus provisions *consulting the content of the syllabus, possibly in the presence of the year tutor or members of the class group, and, if necessary, reassessing the provisions concerning special conditions for class participation, e.g., space and time requirements, technical and other requirements, including conditions*	Yes

		for participation in classes outside the walls of the university, classes organized in blocks, organized online, etc.	
c01	Preparation for verification of learning outcomes	Determining the stages of task implementation contributing to the verification of learning outcomes *devising a task implementation strategy embracing the division of content, the range of activities, implementation time and/or the method(s) of obtaining the necessary materials and tools, etc.*	Yes
c02	Preparation for verification of learning outcomes	Studying the literature used in and the materials produced in class *exploring the studied content, inquiring, considering, assimilating, interpreting it, or organizing knowledge obtained from the literature, documentation, instructions, scenarios, etc., used in class as well as from the notes or other materials/artifacts made in class*	Yes

Information on the details of the module implementation in a given academic year can be found in the syllabus available in the USOS system: https://usosweb.us.edu.pl.