



COURSE SYLLABUS

1. Information about the study program

1.1 University	Babeş-Bolyai University
1.2 Faculty	The Faculty of Letters
1.3 Department	The Department of Foreign Languages for Specific Purposes
1.4 Field of study	Language and Literature
1.5 Study cycle (BA/MA)	MA
1.6 Study program/Qualification	Management of Sports Organisations and Activities/Sports Manager

2. Information about the subject

2.1 Course title/Code	LMU0093 Techniques and Methods of Negotiation and Communication (in English)							
2.2 Course tutor	Lecturer MEZEI VLAD-GEORGIAN, PhD							
2.3 Seminar tutor	Lecturer MEZEI VLAD-GEORGIAN, PhD							
2.4 Year of study	2	2.5 Semester	3	2.6 Type of assessment	E	2.7 Course status	Contents	DS
							Mandatory	DO

3. Total estimated time (teaching hours per semester)

3.1 Number of hours per week	3	of which: 3.2 course	2	3.3 seminar/laboratory	1
3.4 Total number of hours in the curriculum	42	of which: 3.5 course	28	3.6 seminar/laboratory	14
Time distribution					Hours
Study based on textbook/course manual/recommended reading/personal notes					30
Additional research in the library, by accessing scientific databases, or during field work					30
Preparation for seminars/laboratory classes, essays, portfolios and reports					20
Tutoring					12
Assessment (examinations)					10
Other activities					10
3.7 Total hours for individual study	112				
3.8 Total hours per semester	154				
3.9 Number of credits	6				

4. Prerequisites (if necessary)

4.1 Curriculum	
4.2 Skills	English language B1+ cf. Common European Framework of Reference for Languages

5. Conditions (if necessary)

5.1. For delivering lectures	<ul style="list-style-type: none"> overhead projector
5.2. For teaching seminars/laboratory classes	<ul style="list-style-type: none"> overhead projector



6. Acquired specific competences

Professional competences	<ol style="list-style-type: none"> 1. Developing verbal and nonverbal communication skills in business contexts. 2. Managing work groups and communicating efficiently in a wide array of contexts. 3. Building teamwork skills and developing employee motivation skills. 4. Fulfilling managerial functions at various levels of an organization. 5. Acting dynamically in organizational culture. 6. Developing skills of solving managerial problems. 7. The ability to act independently and creatively in tackling and solving problems, to assess objectively and constructively critical situations, to solve problems intelligently and to present illustratively the results obtained. 8. Leadership skills on various organizational levels. 9. The ability to adapt to constantly changing competitive environments. 10. Developing the ability to adapt to various situations through systematic individual work and teamwork.
Transversal competences	<ol style="list-style-type: none"> 1. Developing communication skills for professional purposes in a language spoken worldwide and the ability to work efficiently in various cultural contexts. 2. Developing communication skills and social inclusion.

7. Course objectives (derived from the specific competences acquired)

7.1 General objective of the course	Students will be able to use effectively English in their academic field of study and in their future professional activity.
7.2 Specific objectives	<ol style="list-style-type: none"> 1. Students will be able to communicate efficiently in English in business contexts. 2. Students will develop communication skills and social inclusion. 3. Students will be able to manage work groups and communicate efficiently in English in a wide array of contexts. 4. Students will build teamwork skills and develop employee motivation skills. 5. Students will be able to fulfil managerial functions at various levels of an organization in English. 6. Students will develop the ability to act independently and creatively in tackling and solving problems, to assess objectively and constructively critical situations, to solve problems intelligently and to present illustratively the results obtained in English. 7. Students will develop leadership skills on various organizational levels by acquiring theoretical and practical knowledge of communication and negotiation in business. 8. Students will develop the ability to adapt to constantly changing competitive environments by using English efficiently in business in various cultural contexts.

8. Contents

8.1 Lectures	Teaching methods	Remarks
1. Introduction to course: learning outcomes, structure, content, instructional materials, course attendance, assessment.	Lecturing; interactive teaching	
2. Presentations Uses of presentations in management Types of presentation Planning and preparation Structure of presentation: the essentials of conceiving the introduction, the main body and the end	Lecturing; interactive teaching	



3. The Process of Communication Defining communication Models of communication Elements of communication Barriers to communication	Lecturing, interactive teaching	
4. Verbal Messages Principles of verbal messages. Using verbal messages effectively	Lecturing; interactive teaching	
5. Telephone communication 1 Making arrangements on the telephone Preparing to make phone calls. Points to consider: recipient, objectives etc. Cross-cultural telephone communication	Lecturing; interactive teaching	
6. Telephone communication 2 Receiving calls Taking and leaving messages Rephrasing and repeating messages Asking for rephrasing and repetition Ending telephone conversations Problem solving on the telephone	Lecturing; interactive teaching	
7. Conversations Stages of conversations Principles of conversations	Lecturing; interactive teaching	
8. Small groups communication Characteristics of small groups Teams Member roles Principles of successful communication in teams Groupthink	Lecturing; interactive teaching	
9. Meetings 1 Types of meetings Stages of meetings The problem-solving sequence	Lecturing; interactive teaching	
10. Meetings 2 The language of meetings (opening the meeting, introducing the agenda, stating objectives, calling on a speaker, controlling the meeting, summarising, moving the discussion on, closing meetings, stating opinion, asking for opinion, interrupting, handling interruptions, asking for clarification, giving clarification, checking efficiency of clarification, delaying decisions, referring to next meetings)	Lecturing; interactive teaching	
11. Negotiations 1 Negotiation as a complex process Preconditions for negotiations Reasons for choosing or refusing to negotiate	Lecturing; interactive teaching	
12. Negotiations 2 Stages of the negotiation process The role of communication in negotiations	Lecturing; interactive teaching	
13. Negotiations 3 The language of negotiations (opening, stating aims and objectives, handing over, bargaining, making concessions, accepting, confirming, summarising, looking ahead, ending negotiations)	Lecturing; interactive teaching	
14. Revision and mock examination		
Bibliography		



<p>DeVito, Joseph A. (2012). <i>Human Communication: The Basic Course</i>. Boston: Allyn & Bacon (Pearson Education). Hargie, O., Dickson D. & Tourish D. (2004). <i>Communication Skills for Effective Management</i>. Hampshire: Palgrave Macmillan. Moore, C. W. & Woodrow, P. J. (2010). <i>Handbook of Global and Multicultural Negotiation</i>. San Francisco: Jossey-Bass. Mulholland, J. (2002). <i>The Language of Negotiation: A Handbook of Practical Strategies for Improving Communication</i>. London and New York: Routledge. Sweeney, S. (2015). <i>English for Business Communication</i>. Cambridge: Cambridge University Press.</p>		
8.2 Seminars	Teaching methods	Remarks
Presentations. The qualities of a successful presenter	Oral presentations made by students, Q & A sessions	
Presentations. Anxiety management		
Presentations. Analysing the audience	Oral presentations made by students, Q & A sessions	
Presentations. Adapting to the audience during presentation		
Principles of human communication	Oral presentations made by students, Q & A sessions	
The role of communication in management	Oral presentations made by students, Q & A sessions	
The role of listening in human communication. Styles of effective listening	Oral presentations made by students, Q & A sessions	
Non-verbal communication. Functions, channels, cultural factors	Oral presentations made by students, Q & A sessions	
Organizational communication	Oral presentations made by students, Q & A sessions	
Norms of telephone behaviour. Differences between telephone and face-to-face interactions	Oral presentations made by students, Q & A sessions	
Organizing effective meetings	Oral presentations made by students, Q & A sessions	
The role of the chairperson in meetings	Oral presentations made by students, Q & A sessions	
Planning and preparing for negotiations	Oral presentations made by students, Q & A sessions	
Bargaining and reaching settlement in negotiations	Oral presentations made by students, Q & A sessions	
Negotiation strategies	Oral presentations made by students, Q & A sessions	
Negotiation skills	Oral presentations made by students, Q & A sessions	
<p>Bibliography DeVito, Joseph A. (2012). <i>Human Communication: The Basic Course</i>. Boston: Allyn & Bacon (Pearson Education). Hargie, O., Dickson D. & Tourish D. (2004). <i>Communication Skills for Effective Management</i>. Hampshire: Palgrave Macmillan. Moore, C. W. & Woodrow, P. J. (2010). <i>Handbook of Global and Multicultural Negotiation</i>. San Francisco: Jossey-Bass. Mulholland, J. (2002). <i>The Language of Negotiation: A Handbook of Practical Strategies for Improving Communication</i>. London and New York: Routledge. Sweeney, S. (2015). <i>English for Business Communication</i>. Cambridge: Cambridge University Press.</p>		




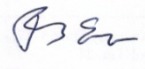
9. Validating course contents based on the expectations of epistemic communities, professional associations and of potential employers related to the field of study.

The content of the subject meets the requirements of the representatives of the epistemic community, of the professional associations and of the representative employers in the program's field. Furthermore, it is compliant with the legislation in force.



10. Assessment (examination)

Type of activity	10.1 Assessment criteria	10.2 Assessment methods	10.3 Weight in the final grade
10.4 Lecture	<ul style="list-style-type: none">Assess the acquisition of techniques and methods of negotiation and communication.	Written end-of-semester examination	50%
10.5 Seminar	<ul style="list-style-type: none">Oral seminar presentationInformed and active class participation	Ongoing assessment Ongoing assessment	40% 10%
10.6 Basic performance standard			
The students will be able to communicate clearly and concisely in English in professional business contexts.			
Organizational details, exceptional situation management:			
<ul style="list-style-type: none">			

Date 24.03.2024	Course tutor's signature 	Seminar / Practical course tutor's signature 
Date of department endorsement 31.03.2024	Head of department's signature 	
Date of Dean's endorsement 02.06.2024	Signature of the vice-Dean in charge 	Faculty stamp