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STUDY MODULE DESCRIPTION FORM						
		Code  011105221011100064				
Field of study  Engineering Management - Part-time studies -	Profile of study (general academic, practical) (brak)	Year /Semester				
Elective path/specialty	Subject offered in: Polish	Course (compulsory, elective) elective				
Cycle of study:	Form of study (full-time,part-time)					
First-cycle studies	part-time					
No. of hours		No. of credits				
Lecture: - Classes: 30 Laboratory: -	Project/seminars:	- 1				
Status of the course in the study program (Basic, major, other)	(university-wide, from another fi	eld)				
(brak)	(brak)					
Education areas and fields of science and art		ECTS distribution (number and %)				
Responsible for subject / lecturer:						
mgr Joanna Potrzebska email: joanna.potrzebska@put.poznan.pl tel. 616652613 Centrum Języków i Komunikacji PP ul. Piotrowo 3a, 60-965 Poznań						
Prerequisites in terms of knowledge, skills and social competencies:						

1	Knowledge	The already acquired language competence compatible with level B1 (CEFR)
2	Skills	The ability to use vocabulary and grammatical structures required on the high school graduation exam with regard to productive and receptive skills
3	Social competencies	The ability to work individually and in a group; the ability to use various sources of information and reference works.

### Assumptions and objectives of the course:

- 1. Advancing students' language competence towards at least level B2 (CEFR).
- 2. Development of the ability to use academic and field specific language effectively in both receptive and productive language skills.
- 3. Improving the ability to understand field specific texts (familiarizing students with basic translation techniques).
- 4. Improving the ability to function effectively on an international market and on a daily basis.

### Study outcomes and reference to the educational results for a field of study

### Knowledge:

1. the student ought to acquire field specific vocabulary related to the following issues: Creativity and motivation at work, Organizational structure of an enterprise, Company management, Work and leisure time - [K1A\_W11]

### Skills:

- 1. student is able to discuss general and field specific issues using an appropriate linguistic and grammatical repertoire -[K1A\_U02]
- 2. he student is able to conduct business correspondence in English [K1A\_U09]
- 3. he is able to give a talk on field specific or popular science topic (in English), [K1A\_U10]
- 4. the student is able to express basic mathematical formulas and to interpret data presented on graphs/diagrams -[K1A\_U11]

### Social competencies:

1. The student is able to recognize and understand cultural differences in a professional and private conversation, and in a different cultural environment. - [K1A\_K03]

### Assessment methods of study outcomes

## **Course description**

### Managing conflicts

Services and systems

- ? Establishing services and systems
- ? Explaining how something works

#### Customers

- ? Customer service in operation
- ? Managing customer feedback

### Working together

- ? Team work
- ? Encouraging people

### Logistics

- ? Supply chain
- ? Handling orders
- ? Reporting problems
- ? Operations management

### Presentations

- ? Structure of a presentation
- ? Useful vocabulary
- ? Visual aids

### Teaching methods:

Exercises - exercise method, round table discussions and snowball

### Basic bibliography:

- 1. Hughes, J. / Naunton J. 2012. Business Result DVD Edition: Intermediate. Oxford University Press.
- 2. Hughes, J. / Naunton J. 2012. Business Result Skills for Business Studies (Skills). Oxford University Press.
- 3. Cook ,R. / Pedrett, M. 2008 Success with BEC. Summertown Publishing.
- 4. Hanf, B. 2001. Angielski w Technice. LektorKlett.

## Additional bibliography:

- 1. Grzegożek, M. / Starmach, I. 2004. English for Environmental Engineering. Politechnika Krakowska.
- 2. Kucharska-Raczunas, A. / Maciejewska, J. 2009. English for Mathematics. Politechnika Gdańska.

# Result of average student's workload

Activity	Time (working hours)		
1. Participation in classes	30		
2. Final assessment	2		
3. Open learning	10		
4. Preparation for the final assessment	18		

### Student's workload

Source of workload	hours	ECTS
Total workload	60	1
Contact hours	32	1
Practical activities	30	1