



COURSE DESCRIPTION CARD - SYLLABUS

Course name

Social skills training [S2IBiJ1-BiZK>TUS]

Course

Field of study

Safety and Quality Engineering

Year/Semester

2/3

Area of study (specialization)

Safety and Crisis Management

Profile of study

general academic

Level of study

second-cycle

Course offered in

Polish

Form of study

full-time

Requirements

elective

Number of hours

Lecture

0

Laboratory classes

0

Other

0

Tutorials

30

Projects/seminars

15

Number of credit points

3,00

Coordinators

dr inż. Rafał Mierzwiak

rafal.mierzwiak@put.poznan.pl

Lecturers

Prerequisites

Basic skills in analyzing and seeking information for professional practice. Recognizes the importance of managerial skills as a component of effective functioning in professional and social environments.

Course objective

The aim of the course is for the student to acquire skills, knowledge and competencies in basic social skills.

Course-related learning outcomes

Knowledge:

1. The student knows and can describe the principles of the Harvard model of negotiation and knows the basic principles of interpersonal communication during the negotiation process [K2_W10].
2. The students is able to describe the importance of social skills in the context of their career as a safety engineer [K2_W11].
3. The student knows the basic methods and techniques of increasing personal effectiveness with particular emphasis on time management techniques in the context of creating entrepreneurial solutions in the field of safety engineering [K2_W12].

Skills:

1. The student is able to adequately argue and justify the actions taken in the field of safety engineering using critically selected facts and concepts from the latest specialized literature [K2_U01].
2. The student is able to prepare and conduct a training outline on taking account the principles of interpersonal communication and professional standards in safety engineering [K2_U11].

Social competences:

1. The student is critical of his knowledge and skills, and is able to properly draw conclusions from self-diagnosis using the anchor test and the situational leadership test in the context of shaping his social skills [K2_K01].

Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Tutorials:

Test - 51% of the points.

Credit essay- 51% of the points.

Max 100 points.

Grading system:

Points Grade:

0 - 50 Fail (2)

51 - 59 Satisfactory (3)

60 - 69 More than satisfactory but less than good (3+)

70 - 79 Good (4)

80 - 89 Very good (4+)

90 - 100 Excellent (5)

Project:

Evaluation of participation in the Harvard debate- max 51% points.

Note prepared by the group participating in the debate (summary of the argument)- max 51% points

Max 100 points.

Grading system:

Points Grade:

0 - 50 Fail (2)

51 - 59 Satisfactory (3)

60 - 69 More than satisfactory but less than good (3+)

70 - 79 Good (4)

80 - 89 Very good (4+)

90 - 100 Excellent (5)

Programme content

1. Social skills as competencies of a modern employee in a knowledge-based economy.
2. Principles of interpersonal communication in the context of professional and private relations.
3. The principles of negotiation in business and private life 3.
4. Personal effectiveness - habits of effective action in professional and private contexts.
5. Leadership in organizations - situational leadership model.
6. Elements of time management.
7. The art of public speaking in business.

Course topics

Social skills as competences of a contemporary employee in a knowledge-based economy

Introduction to the topic

o Definition of social skills

o Importance of social skills in the knowledge economy

Key social skills

o Empathy and listening skills

o Verbal and non-verbal communication

o Teamwork and collaboration

Social skills development

- o Techniques and methods to improve social skills
- o Exercises and practical scenarios

Principles of interpersonal communication in the context of professional and private relationships

Introduction to interpersonal communication

- o Definition and meaning of interpersonal communication
- o Differences between professional and private communication

Basic principles of interpersonal communication

- o Clarity and precision
- o Active listening
- o Feedback and its importance

Techniques to improve communication

- o Assertiveness in communication
- o Conflict management
- o The role of empathy and understanding

Principles of negotiation in business and private life

Introduction to negotiation

- o Definition of negotiation and its meaning
- o Types of negotiation: distributive and integrative

Steps in the negotiation process

- o Preparation for negotiation
- o Negotiation phase
- o Conclusion and agreement

Negotiation techniques

- o Win-win strategies
- o Persuasive techniques
- o Dealing with difficult negotiators

Personal effectiveness - habits of effective action in professional and personal contexts

Introduction to personal effectiveness

- o Definition of personal effectiveness
- o The importance of habits in daily life

Habits of effective action

- o Goal setting and planning
- o Time management and prioritisation
- o Motivation techniques

Implementation of habits

- o Creating an action plan
- o Monitoring progress and adaptation
- o Work-life examples

Leadership in organisations - the situational leadership model

Introduction to leadership

- o Definition of leadership and its importance
- o Overview of different leadership styles

The situational leadership model

- o Principles of the situational leadership model
- o Matching leadership style to situation
- o Practical application of the model in organisations

Leadership skills development

- o Key leadership competencies
- o Techniques for improving leadership
- o Examples of effective leaders

Elements of time management

Introduction to time management

- o Definition of time management
- o Importance of effective time management

Time management techniques

- o GTD (Getting Things Done) method
- o Eisenhower Matrix
- o Pomodoro technique

Implementation of time management

- o Creating a daily planner

- o Monitoring and adapting the plan
- o Time management support tools
- The art of public speaking in business
- Introduction to the art of public speaking
- o Definition and importance of public speaking skills
- o The role of public speaking in business
- Preparing for a speech
- o Analysis of the audience
- o Structuring the presentation
- o Preparing supporting materials
- Techniques of effective speeches
- o Skills in establishing rapport with the audience
- o Managing stress and stage fright
- o Practical tips and exercises
- Summary and conclusion
- o Discussion of key points and concepts discussed in class
- o Discussion on practical applications of knowledge gained
- o Concluding reflections and question and answer session with participants

Teaching methods

Tutorials:

Classes will be conducted in a workshop format supplemented by a conversational lecture.

Project:

Classes in the form of a project to prepare and conduct a Harvard debate.

Bibliography

Basic:

1. Bondarowska K., Ziomek J. (2023). Komunikacja interpersonalna i biznesowa. Wybrane zagadnienia. Wydawnictwo Politechniki Poznańskiej.
2. Adler, R. B., Rosenfeld, L. B., Proctor, R. F., & Skoczylas, G. (2016). Relacje interpersonalne: proces porozumiewania się. Dom Wydawniczy REBIS.

Additional:

1. Bond, F.W., Flaxman, P.E. and Livheim, F. (2013). The Mindful and Effective Employee An Acceptance and Commitment Therapy Training Manual for Improving Well-Being and Performance. New Harbinger Publications.
2. Blanchard, K. (2018). Leading at a higher level: Blanchard on leadership and creating high performing organizations. FT Press.
3. Covey, S. R. (2003). 7 nawyków skutecznego działania. Dom Wydawniczy Rebi
4. Covey, S. R. (2021). Zasady skutecznego przywództwa: poznaj mechanizmy efektywnego i twórczego kierowania ludźmi. Dom Wydawniczy Rebis.
5. Drucker, P. F. (2017). Menedżer skuteczny: efektywności można się nauczyć. MT Biznes.
6. Mierzwiak, R., & Więcek-Janka, E. (2015). The analysis of successors' competencies in family enterprises with the use of grey system theory. Grey Systems: Theory and Application, 5 (3), 302-312.

Breakdown of average student's workload

	Hours	ECTS
Total workload	75	3,00
Classes requiring direct contact with the teacher	45	2,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	30	1,00