COURSE DESCRIPTION CARD - SYLLABUS

Course name
Crisis communication [N2IBiJ1-BiZK>KK]

Course

Field of study
Safety and Quality Engineering

Year/Semester
1/2

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
part-time

Requirements
elective

Number of hours

Lecture
10

Laboratory classes
0

Other
0

Tutorials
0

Projects/seminars
10

Number of credit points

2,00

Coordinators

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Lecturers

Prerequisites

The student has basic knowledge of law, ergonomics, occupational safety and psychology; he/she is able to recognize cause-effect relationships in the area of broadly understood safety. The student is aware of the importance of interpersonal and group communication in the process of ensuring safety.

Course objective

To explain the essence of communication (interpersonal, group) with emphasis on its special role in solving problems that occur in social situations. To transfer knowledge of the possibility of using a variety of means of communication to improve security: personal, structural, labor and organizational, with particular emphasis on crisis situations.

Course-related learning outcomes

Knowledge:
1. The student has an in-depth knowledge of the economic, legal, ethical, social and psychological aspects considered in professional activities in the area of communication determinants in safety engineering and crisis management [K2_W10].
2. The student has an in-depth knowledge of the principles of information flow and communication

specific to the field of safetymanagement of organizations [K2_W15].

Skills:
1. The student is able to communicate on issues specific to security engineering and crisis management, is able to adapt the form of communication to a diverse audience, and is able to debate and participate in the debate on safety in the broad sense [K2_U11].
2. The students are able to interact with others in teamwork to solve a social communication problem specific to the field of safety engineering and crisis management, as well as to take leadership roles in these teams [K2_U13].

Social competences:
1. The student correctly identifies and resolves dilemmas related to security in the broadest sense, understands the need to make the public aware of the need to form a high culture of information safety and counteract disinformation [K2_K02].
2. The student Is ready to perform tasks related to the management of communication in the organization in a safe and ethical manner, to urge others to adhere to the principles of professional ethics and to develop professional values in the field of social communication [K2_K05].

Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

formative assessment:
Lecture: knowledge is verified by short colloquia after the first and third teaching units on the solution of a problem situation. Credit threshold: 51%.
Project: skills and social competencies are verified by giving partial grades, resulting from the successive parts of the project presented on the due date. Passing threshold: 51%.
summative assessment:
Lecture: knowledge is verified by a summative test on basic concepts and problems in the area of communication in security. Passing threshold: 51%.
Project: the average of the partial grades of the substantive assessment of the project + the grade for the editing level. Passing threshold: 51%.
Rating scale:
91-100 - 5
81-90 - 4,5
71-80 - 4
61-70 - 3,5
51-60 - 3

Programme content

Social competencies necessary in security processes. Communication at the operational level. Communication in difficult and/or crisis situations. Social support in traumatic stress reduction. Social communication.

Course topics

Lecture: Social competencies necessary in security processes: emotional competence, ethical sensitivity, interpersonal communication. The 21st century as the age of information. Communication at the operational level: the ability to argue, persuade, resolve conflicts, conduct discussions, make presentations. Communication as a tool in the security process. Communication in difficult and/or crisis situations. Communicating about disaster, victims, death of loved ones. Social support as part of traumatic stress reduction. Social communication: image creation, campaigning, means of persuasion, media manipulation. Designing activities in the area of interpersonal and/or social communication for raising the level of safety culture in the selected organization. Communication skills of employees of health and safety services. Characteristics of internal communication methods in occupational safety and health management and tips for their application.
Project: preparation of a project entitled Internal communication plan in a crisis situation - on the example of a selected enterprise. Guidelines for the project. Editorial requirements. Analysis of the theoretical assumptions for the project. Research problem and research questions. Selection of the research method and technique. Implementation of the various stages of the project.

Teaching methods

Lecture: multimedia presentation illustrated with examples, informative lecture, conversational lecture. The lecture is conducted using distance learning techniques in a synchronous mode. Acceptable platforms: eMeeting, Zoom, Microsoft Teams.
Project: multimedia presentation illustrated with examples given on the board and completion of project tasks.

Bibliography

Basic:
1. Sadłowska-Wrzesińska J., Znaczenie komunikacji interpersonalnej w procesie kształtowania wysokiej kultury bezpieczeństwa pracy, w: Kunas M. (red.)., BPM vs. HRM, Seria: Zarządzanie procesami w teorii i praktyce, Zeszyt nr 4, Szczecin, 2016.
2. Nejman Ż., Sadłowska-Wrzesińska J., The use of information and communication technologies in the process of introducing incentive schemes. Informatyka Ekonomiczna - 2019, nr 4(54), s. 46-59.
3. Kubasiński S., Sadłowska-Wrzesińska J., Covid-19 and Communication Barriers: Assessing the Internal Communication in The Field of Health and Safety in The Time of Pandemic. Proceedings of the 39th International Business Information Management Association Conference (IBIMA) : Business Excellence and Innovation Management: A 2025 Vision to Sustain Economic Development in the Era of Pandemic, IBIMA Publishing, 2022 - s. 2400-2407.
4. Stankiewicz J., Komunikowanie się w organizacji, Wrocław, 2009.

Additional:
1. Sadłowska-Wrzesińska J., Lewicki L., Podstawy bezpieczeństwa i zdrowia w pracy, Wydawnictwo WSL, Poznań, 2018.
2. Robbins S., Zachowania w organizacji, PWE, Warszawa, 2012.

Breakdown of average student's workload

	Hours	ECTS
Total workload	50	2,00
Classes requiring direct contact with the teacher	20	1,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	30	1,00