
1. Professor: M. PETER RICHARDSON

2. Overview and objectives

Consolidation and further study of business situations with the objective of effective communication
The course will offer students the opportunity to develop skills in interpersonal communication, written communication, presentations, problem-solving and negotiation.

3. Targeted skills

By the end of this course, students should be able to:

- Demonstrate an ability to construct a focused argument based on coherent general principles
- Participate in business processes efficiently
- Develop a sound theoretical appreciation of the principles of negotiating and apply them
- Improve personal effectiveness

4. Prerequisites

Levels C1 to C2 of the Common European Reference Level Grid

5. Level: Master 2

6. Course description and plan

The course is planned around several themes which are exploited through oral presentations, role simulations and written assignments designed to constitute a professional background in business. Emphasis is placed on the acquisition of practical skills as relevant to administration and on a critical approach to communication, with special reference to the correct use of language, tone, style and register.

- 1) Systems of communication in organisations
- 2) Internal and external communication in business
- 3) Barriers to communication and case studies
- 4) Negotiations: application of negotiation process through real activities and simulations via role plays; case studies or presentations
- 5) Financial reporting and statements
- 6) Professional meetings
- 7) Professional interviews

7. Teaching methods

Interactive approach using authentic professional documents, discussions, simulations in professional situations, role plays, debates, group work for oral presentations
Self-study assignments

8. Examination and assessment

Mid term assignment: 40%

Final exam: 60%

9. Bibliography

A.A. Huczynski, D.A. Buchanan, Organizational Behaviour, 8th edition, 2013
G. Richard Shell, Bargaining for advantage, Penguin Books, Revised Edition, 2006