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