

CLASS CARD**MEDIATION**

Basic classes	Code in the study plan	ECTS
Nazwa zajęć	7/1/II/T	3

Education profile	Practical
Faculty and field of study	Faculty of Physical Education, Chair of Management, Organisation and Economy
Studies program in which the subject is realized	TOURISM & LEASURE
Professor's name	dr Inga Maruszyńska- Malachowska inga.maruszynska@awf.edu.pl
Level of studies (eg. bachelor, master)	Master
Study year and semester	1/1 (winter)
Language	English
Method of realization (stationary/ distance learning)	Stationary
Lectures/classes hours	45
Form of passing classes	Test + project
Type of subject (obligatory/ facultative)	Facultative
Prerequisites	None

DETAILED INFORMATION**Course aims and objectives**

A1	Acquisition of basic knowledge in the field of mediation and negotiation.
A2	Acquisition of skills in analyzing, diagnosing, and identifying methods for resolving conflict situations.
A3	Developing an attitude of integrative dialogue in interpersonal communication.

LEARNING OUTCOMES IN KNOWLEDGE, SKILLS AND SOCIAL COMPETENCES FOR CLASSES

Learning outcome	Subject's learning outcomes
KNOWLEDGE	
KW_02	has the knowledge about the influence of cultural, social and industrial conditions on the negotiations skills
KW_05	uses the knowledge of legal regulations; knows legal regulations in the field of tourist and recreational activity and analyzes their impact on business opportunities and protection of the interests of people participating in organized forms of that activity with focus on negotiations process

KW_06	has the knowledge about analyzing the conditions of the functioning of enterprises and non-profit institutions providing tourist and recreational services in economic and social activities; has the knowledge in the field of obtaining and analyzing statistical data in negotiations areas
KW_08	understands the impact of social and civilization changes on the lifestyle of local, regional and other stakeholders in negotiations process
SKILLS	
KU_01	is able to conduct his or her own business activity and/or manage a tourist or recreational enterprise and can manage human resources, especially innegotiation process
KU_04	is able to use the knowledge about the operation of international and national institutions, as well as state, local government and economic institutions in terms of creating conditions for the development of tourism and recreation in negotiation process activities
KU_05	is able to organize tourist events and plan recreational activities with proper attention given to their educational values; can integrate teams of participants in a tourist event or recreational activity for a common project, respecting social or cultural differences, using negotiations skills
KU_07	has the ability to critically analyses and select information from various sources, to draw conclusions and to judge and use negotiations skills
KU_10	has specialized skills in the selected area of activity related to tourism or recreation, as well as negotiations skills
SOCIAL COMPETENCES	
KK_03	acts ethically bearing in mind the risk of violating the common good or personal rights of other people in negotiations areas.
KK_04	gets involved in individual and team work; undertakes complex professional tasks in the field he or she specializes in
KK_05	understands the need for lifetime learning, can inspire and organize the learning process of others in negotiations areas

SUBJECT PROGRAM CONTENT DIVISION BY FORMS OF IMPLEMENTATION

FORM OF CLASSES – LECTURE - subject		Reference to subject-specific learning outcomes
L 1	Familiarizing students with the principles and methods ensuring occupational health and safety during educational activities at the university, with or without the use of technical devices or equipment. Introduction to basic concepts and terminology related to communication, conflict, mediation, and negotiation.	P_W01, P_W02, P_W03
L 2-3	Conflict: conflict-generating factors, the course of	P_W01, P_W02, P_W03

	conflict, and types of conflicts. Conflict within an organization and its consequences. Human behavior in conflict situations as well as methods and techniques of conflict resolution.	
L 4-6	Negotiation and mediation situations in tourism and recreation. Principles and process of mediation. Stages of the negotiation and mediation process. Preparation and planning of the mediation process, the role of the mediator. Negotiation styles and the factors that shape them.	P_W02, P_W03, P_U01, P_K01
L 7-8	Usefulness of negotiation styles. Matching the negotiation style to the situation. Negotiation techniques and tactics. Manipulation in negotiations. Factors influencing the outcome of negotiations. Cultural determinants of negotiation.	P_W03, P_U02, P_K02
FORM OF CLASSES – CLASSES – subject		Reference to subject-specific learning outcomes
C 1-2	Familiarizing students with the principles and methods of ensuring occupational health and safety (OHS) during educational activities at the university, both with and without the use of technical equipment or devices. Conflicts in tourism and recreation. Positive and negative effects of conflict within a tourist or recreational group. Conflict escalation and methods of tension reduction.	P_U01, P_U02, P_K02
C 3-6	The role of the communication process in mediation and negotiation –	P_U01, P_U02, P_K01, P_K02

	verbal and nonverbal communication, body language, active listening, assertiveness, and feedback. Basics of Neuro-Linguistic Programming (NLP) in the work of a tourism and recreation specialist.	
C 7	The importance of emotions in the process of negotiation and mediation. Managing conflict from the perspective of a pilot, guide, and recreation instructor.	P_W02, P_U01, P_U02, P_K01, P_K02
C 8-9	Holiday negotiations – negotiation game, practicing the principles and rules of mediation.	P_U01, P_U02, P_K01, P_K02
C 10-13	Business negotiations – types, principles, and risks – commercial negotiation game exercises.	P_U01, P_U02, P_K01, P_K02
C 14-15	Building one's image as an element of negotiation power, self-presentation – practicing mediation and negotiation techniques using the case study method.	P_U01, P_U02, P_K01, P_K02

PLANNED METHODS/FORMS/TEACHING MEANS

Program content	Teaching methods/forms
L1 – L8	Lecture-based with questions and discussion.
C 1-15	Negotiation games with active student participation, discussion, analysis of practical examples, film screenings, and case studies.
Teaching resources: computer, multimedia projector, whiteboard	

METHODS OF VERIFYING THE EXPECTED LEARNING OUTCOMES ACHIEVED BY THE STUDENT

Learning outcomes for classes	Assessment methods
P_W01, P_W02, P_W03	Written exam with a grade
P_U01, P_U02, P_K01, P_K02	Ongoing assessment based on class participation and engagement

CONDITIONS FOR PASSING CLASSES:

Assessment criterion: It is obligatory to be present during the classes (frequency at least 80%). The condition for passing the course is a positive assessment of the written test (a satisfactory grade - at least 60%) and positive evaluation of the prepared projects/tasks.

Grading scale for the final test (point-based system):

5.0 – 100–90%

4.5 – 89–85%

4.0 – 84–75%

3.5 – 74–70%

3.0 – 69–60%

SAMPLE ASSESSMENT/EXAMINATION TOPICS

1. Assertive refusal means: (choose the correct answer from the options below)
2. "Be soft on people but hard on the problem." Which negotiation style does this statement refer to?
3. Redefining and reorienting the conflict in order to shift its cause outside the parties involved is one of the ways to reduce or resolve a conflict situation. What is the name of this method?
4. There is two-way communication between the sender and the receiver, allowing full feedback. Who is responsible for the message in such a situation?

ENGLISH BIBLIOGRAPHY

Basic	Lewicki, Roy J., Saunders, David M., Barry, Bruce (2010). Essentials of Negotiation. Fifth edition. New York: McGraw-Hill Higher Education.
Additional	Lax, David. A., Sebenius, James K. (2006) 3-D Negotiation: Powerfool tools to change the game in your most important deals. Harvard Business School Press.

SELF STUDY

Full-time studies		Type of activity
Number of hours to complete the activity	ECTS	
45	1,8	Contact classes
10	0,4	Students' preparations of the presentations
15	0,6	Self-study as preparation to the written exam
5	0,2	Self-study as reading text prepared by the teacher
75	3	

Number of ECTS points that a student obtains in classes developing practical skills: 1

Author of the class card:	Name, surname and email
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