

## Subject: MEDIATION

### GENERAL INFORMATION

<b>Organization unit</b>	Faculty of: Physical Education Chair of: Organisation, Management and Economy Supervisor: Prof. Monika Piątkowska
<b>Course name</b>	MEDIATION
<b>Subject code</b>	7/1/II/T
<b>Teaching language</b>	English
<b>Type of subject (obligatory/ facultative)</b>	Facultative
<b>Level of studies (eg. bachelor, master)</b>	Master
<b>Study year</b>	1
<b>Semester</b>	1 (winter)
<b>ECTS points</b>	3
<b>Professor</b>	Inga Maruszyńska-Matachowska, PhD
<b>Studies program in which the subject is realized</b>	Tourism & Leisure
<b>Method of realization (stationary/ distance learning)</b>	Stationary
<b>Prerequisites</b>	None

### DETAILED INFORMATION

#### Course aims and objectives

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

## Main topics

No	Topic
<b>Lectures/classes</b>	
1.	Occupational Health and Safety (OHS) Principles in Academic Educational Settings
2.	Conflict Sources and Dynamics in Tourism and Recreation
3.	Types of Conflict and Their Consequences in Organizational Environments
4.	Effective Communication in Conflict, Mediation, and Negotiation
5.	Verbal and Nonverbal Communication: Tools for Conflict Resolution
6.	Active Listening, Assertiveness, and Feedback in Mediation Contexts
7.	Introduction to NLP Techniques for Tourism and Recreation Professionals
8.	The Role of Emotions in Conflict, Negotiation, and Mediation
9.	Conflict Management for Tour Leaders, Guides, and Recreation Instructors
10.	Negotiation Styles and Choosing the Right Approach
11.	Holiday Negotiations: Simulation and Application of Mediation Principles
12.	Business Negotiations: Types, Principles, and Strategic Risks
13.	Negotiation Tactics, Techniques, and the Use of Manipulation
14.	Cultural Aspects of Negotiation in International Tourism Contexts
15.	Building Negotiation Power through Self-Presentation and Personal Branding

### CONDITIONS FOR PASSING CLASSES:

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 (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%

**1 ECTS point = 25 hours students work (contact + self study)**

TYPES OF CLASSES	HOURS
1. Contact classes	45
2. Students' preparations of the presentations	10
3. Self study as preparation to the written exam	15
4. Self study as reading text prepared by the teacher	5
<b>Total = 75 hours- 3 ECTS points</b>	

<b>Author of the class card:</b>	<b>Name, surname and email</b>
<b>Date:</b> 30/04/2015	Inga Maruszyńska-Matachowska inga.maruszynska@awf.edu.pl