

**Course Syllabus****I. General Information**

Course name	Business etiquette
Programme	European and International Legal Studies
Level of studies (BA, BSc, MA, MSc, long-cycle MA)	BA
Form of studies (full-time, part-time)	Full-time
Discipline	Management and quality studies
Language of instruction	English

Course coordinator/person responsible	dr Agnieszka Parol
---------------------------------------	--------------------

Type of class ( <i>use only the types mentioned below</i> )	Number of teaching hours	Semester	ECTS Points
lecture			3
tutorial	30	IV	
classes			
laboratory classes			
workshops			
seminar			
introductory seminar			
foreign language classes			
practical placement			
field work			
diploma laboratory			
translation classes			
study visit			

Course pre-requisites	
-----------------------	--

**II. Course Objectives**

C1: providing students with knowledge on the rules of conduct in various business situations (during a job interview, at work, during business talks held in Poland and abroad, at business receptions)

C2: providing students with knowledge on the rules of conducting business talks and correspondence

C3: providing students with knowledge on creating the image of a professional woman/man in business

**III. Course learning outcomes with reference to programme learning outcomes**

Symbol	Description of the objective effect	Directional Effect Reference
<b>KNOWLEDGE</b>		
W_01	He/she knows and understands the basic principles of creating and developing various forms of entrepreneurship at the national and EU level, as well as the elements and mechanisms of management in references to business etiquette	K_W05
<b>ABILITIES</b>		
U_01	He/she can determine the position of economic and social actors in the internal market in references to business etiquette	K_U03
U_02	He/she can interact and work in a team, taking on different roles in it and sets priorities for the tasks set by themselves and others in references to business etiquette	K_U08
<b>SOCIAL COMPETENCES</b>		
K_01	He/she is ready to take action in the field of initiating business activities in the EU and to fulfil social obligations, co-organising activities for the benefit of the economic environment in references to business etiquette	K_K02
K_02	He/she is ready to participate in social, political and economic initiatives at local, national and European level in references to business etiquette	K_K03
K_03	He/she identifies and resolves dilemmas related to the profession, acts in accordance with the principles of ethics also regarding the use of artificial intelligence in references to business etiquette	K_K05

**IV. Course Content**

1. Business Etiquette – essence, principles of application
2. Traditional, electronic, telephone communication
3. Business correspondence
4. Business card
5. Etiquette of business attire
6. Precedence in business
7. Business meetings
8. Etiquette during business receptions
9. Expressing readiness to cooperate
10. Professionalism and discretion
11. Culture of behavior in the company

12. Etiquette in the superior-subordinate relationship  
 13. Etiquette in the work of a secretary  
 14. Etiquette in e-business

#### V. Didactic methods used and forms of assessment of learning outcomes

Symbol	Didactic methods (choose from the list)	Forms of assessment (choose from the list)	Documentation type (choose from the list)
<b>KNOWLEDGE</b>			
W_01	Textual analysis; Brainstorming or discussion group; Discussion; PBL (ProblemBased Learning); SWOT method; Work with text; Case study; Conventional lecture; Conversational lecture; Problem lecture	Paper; Written test; Observation; Oral test; Presentation; Preparation / implementation of the project	Protocol / paper; printout/ paper file; Evaluated test; Evaluated written paper; Rating card / Observation report; Rating card
<b>SKILLS</b>			
U_01	Textual analysis; Brainstorming/ discussion group; Discussion; PBL (ProblemBased Learning); SWOT method; Work with text; Case study; Conventional lecture; Conversational lecture; Problem lecture	Paper; Written test; Observation; Oral test; Presentation; Preparation / implementation of the project	Protocol / paper; printout/ paper file; Evaluated test; Evaluated written paper; Rating card / Observation report; Rating card
U_02	Textual analysis; Brainstorming/ discussion group; Discussion; PBL (ProblemBased Learning); SWOT method; Work with text; Case study; Conventional lecture; Conversational lecture; Problem lecture	Paper; Written test; Observation; Oral test; Presentation; Preparation / implementation of the project	Protocol / paper; printout/ paper file; Evaluated test; Evaluated written paper; Rating card / Observation report; Rating card
<b>SOCIAL COMPETENCIES</b>			
K_01	Brainstorming/ discussion group; Discussion; PBL (ProblemBased Learning); SWOT method; Case study; Conversational lecture; Problem lecture	Paper; Written test; Observation; Oral test; Presentation; Preparation / implementation of the project	Protocol / paper; printout/ paper file; Evaluated test; Evaluated written paper; Rating card / Observation report; Rating card
K_02	Brainstorming/	Paper; Written	Protocol / paper;

	discussion group; Discussion; PBL (ProblemBased Learning); SWOT method; Case study; Conversational lecture; Problem lecture	test; Observation; Oral test; Presentation; Preparation / implementation of the project	printout/ paper file; Evaluated test; Evaluated written paper; Rating card / Observation report; Rating card
K_03	Brainstorming/ discussion group; Discussion; PBL (ProblemBased Learning); SWOT method; Case study; Conversational lecture; Problem lecture	Paper; Written test; Observation; Oral test; Presentation; Preparation / implementation of the project	Protocol / paper; printout/ paper file; Evaluated test; Evaluated written paper; Rating card / Observation report; Rating card

#### VI. Grading criteria, weighting factors.....

Passing the subject

Final test – 75% of the final grade

Online tests – 25% of the final grade

46 – 50 pts	- very good (5,0)
41 – 45 pts	- good plus (4,5)
36 – 40 pts	- good (4,0)
31 – 35 pts	- satisfactory plus (3,5)
26 – 30 pts	- satisfactory (3,0)
0 – 25 pts	- unsatisfactory (2,0)

#### VII. Student workload

Form of activity	Number of hours
Number of contact hours (with the teacher)	<b>30</b>
Number of hours of individual student work	<b>45</b>

#### VIII. Literature

Basic literature
1. Jabłonowska Lidia, Myśliwiec Grzegorz, Etykieta pracy. Współczesne najwyższe standardy, Difin, Warszawa 2014.
2. Jarczyński Adam, Etykieta w biznesie, Onepress, ebook, 2011.
3. Kaminska-Radomska Irena, Kultura biznesu, normy i formy, Wydawnictwo Naukowe PWN, Warszawa 2012

- |   |
|---|
| 4. Szymczak Wojciech F., Etykieta w biznesie i administracji publicznej z elementami protokołu dyplomatycznego, Difin, Warszawa 2018. |
| <b>Additional literature</b>  |
| 1. Kultura biznesu czyli biznesowy savoir-vivr'e, PARP.   |
| 2. Ormowski Tomasz, Szteliga Andrzej, Etykieta menedzera, Wydawnictwo Sonia Draga, Katowice 2012.                                     |
| 3. Pachter Barbara, Biznesowy savoir – vivre. Wszystko, co szanujący się biznesmen o etykiecie wiedzieć powinien, Onepress, 2008.     |