



Simon Kuznets Kharkiv National University of Economics

**Syllabus of the educational discipline**  
«Business communication and conflict management»

<b>Specialty</b>	242 «Tourism»
<b>Educational program</b>	«Tourism»
<b>Level of education</b>	<i>second (master)</i>
<b>Discipline status</b>	<i>selective</i>
<b>Teaching language</b>	<i>English</i>
<b>Course / semester</b>	<i>2 course, 1 semester</i>
<b>Number of credits ECTS</b>	5
<b>Distribution by types of trainings and hours of study</b>	<i>Lectures – 20 hours.</i> <i>Practical studies (seminars) – 20 hours.</i> <i>Laboratory studies – no hours.</i> <i>Independent training – 110 hours.</i>
<b>Form of final assessment</b>	<i>Exam</i>
<b>Department</b>	<i>Department of Tourism, av. Science, 9a, Kharkiv office 316 (building 1), +38 (057) 758-77-26, additional 451, <a href="http://www.hneu.edu.ua/Department_of_tourism">http://www.hneu.edu.ua/Department_of_tourism</a></i>
<b>Teacher (-s)</b>	<i>Naumik-Gladka Kateryna Georgiivna, professor of the department of tourism, professor</i>
<b>Teacher's contacts</b>	<i>naumikateryna@gmail.com</i>
<b>Days of the classes</b>	<i>According to the current schedule</i>
<b>Consultations</b>	<i>According to the schedule</i>

**The purpose** of the discipline is to obtain knowledge and develop skills for business communication and to resolve conflicts efficiently

**Prerequisites for learning** - Philosophy, Psychology, Management, Marketing, Ethics, Neuropsychology, Skills of business communication

**Content of the educational discipline**

**Content module 1.** Business communication management

Theme 1. Philosophy of communication

Theme 2. Communication theory

Theme 3. Communication as a process

Theme 4. Business communication barriers

Theme 5. Technologies for the development of business communication skills

**Content module 2.** Conflict management

Theme 6. Philosophy of Conflict

Theme 7. Theory of conflicts

Theme 8. Conflict as an opportunity to prolong life

Theme 9. Diagnostics and prediction of conflicts

Theme 10. Conflict resolution technologies

**Material and technical support (software) of the discipline – not needed**

**Course page on the Moodle platform (personal training system)** Work plan of the educational discipline, syllabus, technological card, lectures, information materials, tests tasks for practical classes.  
<https://pns.hneu.edu.ua/course/view.php?id=6789>

**Recommended literature**

*Main – 1. Наумік К.Г. Економічна психологія : Навчальний посібник / К.Г.Наумік. – Харків: Вид.*



*Simon Kuznets Kharkiv National University of Economics*

ХНЕУ, 2007. – 276 с. 2. Наумік К.Г. *Управління мотивацією: Наукове видання* / К.Г.Наумік, М.С.Дороніна, О.В. Солов'єв – Харків: Вид. ХНУ, 2006. – 240 с. 3. Чмут Т. К. *Етика ділового спілкування : навч. посіб* / Т. К. Чмут, Г. Л. Чайка. – 2-ге вид., перероб. і доп. – К. : Вікар, 2002. – 223 с. 4. Munter M. *Guide to Managerial Communication (Guide to Business Communication Series)* / M. Munter, T. Haley. – Boston : Prentice Hall, 2015. – 208 p. 5. Thill J. V. *Excellence in Business Communication* / J. V. Thill, C. Bovée. – 8th edition. – Upper Saddle River, N. J. : Prentice Hall, 2017. – 784 p.

*Affiliated* – 6. *Newskills3000 [Electronic resource]*. – Access mode : <https://www.instagram.com/> 7. Proksch, S. *Conflict management* \ Springer International Publishing, 2016. – 134 p

#### **Assessment system of learning outcomes**

*More detailed information on assessment is given in the technological card of the discipline.*

#### **Discipline policies**

*Policy of academic integrity, Absenteeism policy, Policy to perform tasks later than the deadline, etc.*

*More detailed information about competencies, learning outcomes, teaching methods, assessment forms, independent training is given in the Syllabus (working plan) of the educational discipline (<https://pns.hneu.edu.ua/course/view.php?id=6789>).*

Syllabus approved at the Tourism Department meeting, **proceedings 1 of August 26, 2024**