

COURSE INFORMATION LETTER

University: P. J. Šafárik University in Košice	
Faculty:	
Course ID: KAaA/ SFS/18	Course name: Skills for Success
Course type, scope and the method: Course type: Practice Recommended course-load (hours): Per week: 2 Per study period: 28 Course method: present	
Number of credits: 3	
Recommended semester/trimester of the course:	
Course level: II.	
Prerequisites:	
Conditions for course completion: Conditions for completing the course: a) regular attendance and active participation (max. permitted absence: 1x180 min) - 40 % b) group presentation of the topic chosen from the course syllabus during the last lesson and feedback to team members - 60 %	
Learning outcomes: The course focuses on soft and hard skills necessary to become successful on the labour market within the shared corporate services centres and its objective is to provide students with a set of effective communication tools. The companies associated within the Business Service Center Forum (BSCF) of the American Chamber of Commerce in Slovakia employ more than 31,000 full-time employees and have identified soft communication skills on one hand as the most important skills but on the other hand as at least developed competences of graduates entering the labour market. The aim of the course is to contribute to enhancement of soft and hard skills which are necessary for working not only in the shared services centres, but also widely applicable on the labour market. After completing the course, students will be able to communicate more assertively, solve conflicts arising on the workplace, receive and give feedback effectively, but they will also know the basis of working in accounting systems or in programming languages.	
Brief outline of the course: Module 1 – Verbal & Non-verbal Communication – the module will be divided into two blocks of topics. Block A (productive conversation) – people think that simple talking means good conversation. Why do misunderstandings occur? But communication is not only about talking. Productive conversation requires much more than ability to talk. In this block, students will get answers to questions such as “how to assure the other person that we are listening properly, what to do and why to do that?”; “in what situation and how to ask a right question to get the answer?” or “how to be authentic and make an impression of being a competent and responsible employee?”. This block also includes role play for techniques and scenarios of productive conversation as well as finding the balance between Defence and Request.	

Block B (assertive communication) – assertive communication will be presented to students as a tool for expressing their own feelings and thoughts without being aggressive or using passive behaviour. In this block, the lecturer will also focus on the following issues:

- How assertive are you? To know oneself is the best starting point (role play).
- Assertive rules and Transactional Analysis according to Eric Berne.
- Aggressive – assertive – passive types of behaviour. Also passive – aggressive. How to identify them and how to react properly?
- Effective strategies for dealing with others, taking into account assertiveness and cooperation level. When it is appropriate to use “destruction strategy”? Is compromise the golden mean?
- Good assertive techniques.

The module will last for 180 minutes and the language of instruction will be English.

Lecturer: Mgr. Martin Gbúr (T-Systems Košice)

Module 2 – Conflict Management – The aim of the module is to introduce the conflict situations as moments we often find hard to avoid in the workplace, which is why it is important to know how to efficiently manage and communicate them to find the solution. The trainer will teach students the strategies and techniques of how to manage conflicts. Knowing when and how to apply them will help the course students manage conflict situations efficiently. By the end of the module, the students will learn how to:

- discuss the nature of the conflict, the fact that it can be constructive or destructive, that learning to overcome the barriers when managing conflict can help them build their career;
- distinguish 5 most frequent styles of solving conflicts and improve their conflict-solving skills by learning which one to employ or which one to avoid;
- discuss how conflict-solving can improve their relationships, enhance their cooperation skills and increase their professional efficiency;
- discuss how their attitude influences the perception of conflict situation and how it helps to solve conflict constructively.

The module will last for 180 minutes and the language of instruction will be English.

Lecturers: Mgr. Eva Hruščová, PhD., Mgr. Katarína Maťašová (LafargeHolcim Košice)

Module 3 – Microsoft Excel – The aim of the module is to present users the functions of Microsoft Excel mostly used in the business environment of shared services centre. By the end of the module, students will know (inter alia) how to:

- import data among individual databases;
- format and edit sheets;
- use basic formulae and operate data analyses;
- create graphs

The module will last for 180 minutes and the language of instruction will be Slovak/English.

Lecturer: Martina Machová, MBA (DELL Bratislava)

Module 4 – Time Management

The module will last for 180 minutes and the language of instruction will be English.

Lecturer: Ing. Peter Rusiňák, PhD. (BSCF AmCham)

Module 5 – Personal Brand - Business set-up

The module will last for 180 minutes and the language of instruction will be English.

Lecturer: Mgr. Matúš Draganovský (SUVko Coaching Košice)

Module 6 – Feedback – We constantly hear about feedback and everyone knows how important feedback is and everyone wants to know whether his/her performance and success are appreciated.

However, the lecturer will outline what is the difference between “feedback” and “effective feedback”. The aim of this module is to explain how to give/get effective feedback that leads to higher performance and better behaviour on the workplace. Within the feedback module, the following topics will be presented to students:

- What is feedback? What possibilities (types, variants) do we have? Steps in the process of giving/receiving feedback.
- Difference between criticism and feedback, its parameters.
- In which situations we give feedback?
- What will we achieve by feedback (what we want to achieve, solve, ...)?
- Rules for effective and supporting feedback – verbal and non-verbal stimuli, exercises, key aspects of effective feedback, push & pull forms of feedback.

The feedback module will also include a final group presentation which is included in overall assessment of each student. The presentation will take place in front of audience consisting of the course lecturers and students and team members will give feedback to their team colleagues.

The module will last for 180 minutes and the language of instruction will be English.

Lecturer: Ing. Štefan Mikloš, MBA (IBM Košice)

Recommended literature:

Recommended literature will be based on corporate training materials used in internal educational activities of individual companies associated within the Business Service Center Forum (BSCF) of the American Chamber of Commerce.

Course language:

English

Notes:

The course is taught by representatives of companies associated within the Business Service Center Forum (BSCF) of the American Chamber of Commerce - by trainers of soft and hard skills necessary to become successful on the labour market (not only) in the area of shared services. The language of instruction is English.

Course assessment

Total number of assessed students: 50

A	B	C	D	E	FX
70.0	30.0	0.0	0.0	0.0	0.0

Provides:

Date of last modification: 20.05.2018

Approved: