

Annex No. 3		Second Cycle Studies Subject Programme			
1.	Title of subject	Business Communication and Negotiations			
2.	Code	MSHR 522			
3.	Study programme	Strategic Human Resource Management			
4.	Organizer of the study programme (university unit i.e. institute, chair, department)	Faculty of Economics – Skopje, University Ss. Cyril and Methodius in Skopje, Management department,			
5.	Level (first, second, third cycle)	Second			
6.	Academic year / semester	2021/2022 2 nd semester (summer)	7.	Number of ECTS credits	6
8.	Professor	Nikola Levkov PhD			
9.	Preconditions for enrolment	Graduated on first cycle of study with minimum 240 ECTS credits			
10.	<p>Core Competencies and Student Learning Objectives</p> <p>The aim of this course is to improve the communication and negotiation skills of HR professionals. This curriculum integrates the body of knowledge from business communication and negotiation. The course will cover oral and written forms of communication through practicing verbal communication and business writing and how to be engaging in these forms of communication. Students should become familiar with various communication and negotiation styles and their assessment. Also, it will cover key negotiation strategies aimed to resolve conflicts and achieve agreements on salaries, benefits, working conditions, and other aspects of workers' compensation.</p> <p>After taking this class, students should be able to:</p> <ul style="list-style-type: none">• SLO 1.4 Understand theories of interpersonal and organizational communication.• SLO 3.1 Understand internal communication and prepare internal communication plan.• SLO 3.2 Understand nature and process of negotiation.				
11.	<p>Subject content:</p> <p>1) Introduction to business communication and negotiation 2) Theories of interpersonal and organizational communication 3) Preparing and delivering effective presentations 4) Professionalism, meetings and speaking skills 5) Writing process in the information age 6) Communication for conflict management and negotiation 7) Planning for negotiations 8) Perception, bias and emotions 9) Labor negotiations</p>				
12.	<p>Learning methods:</p> <p>1) Readings and discussions – Reading articles and discussion 2) Group project assignment – (Writing an internal communication plan for the real-world organization – Service learning) 3) Asynchronous videos 4) Individual written assignments in business correspondence 5) Role playing in negotiation group simulations 6) Communication styles and conflict resolutions styles assessments 7) Live discussion sessions 8) Online discussion forum participation</p>				
13.	Total classes	6 ECTS x 25 classes=150 classes			
14.	Allocation of classes per activity	40 (teaching classes) + 110 (other teaching activities) = 150 classes			
15.	Teaching classes	15.1	Lectures (12 weeks X 2)		24
		15.2	Tutorials (laboratory,		16

			auditory), seminars, teamwork			
16.	Other types of teaching activities	16.1	Group project			20 classes
		16.2.	Individual assignments			20 classes
		16.3	Simulations and exercises			20 classes
		16.4	Self- study			50 classes
17.	Grading method					
	17.1.	Tests (Quizzes)			20 points	
	17.2.	Group project			20 points	
	17.3	Individual assignments			10 points	
	17.4	Simulations and exercises			20 points	
	17.5	Case study analysis			20 points	
	17.6	Readings and discussions			10 points	
18.	Grading scale			up to 50 points	5 (five) (F)	
				from 51 to 60 points	6 (six) (E)	
				from 61 to 70 points	7 (seven) (D)	
				from 71 to 80 points	8 (eight) (C)	
				from 81 to 90 points	9 (nine) (B)	
				from 91 to 100 points	10 (ten) (A)	
19.	Preconditions for taking the final exam			Graduated on first cycle of study with minimum 180 ECTS credits		
20.	Language			English		
21.	Evaluation method			Internal evaluation and survey		
22.	Literature					
	22.1.	Mandatory literature				
		No.	Author	Title	Publisher	Year
		1.	Marry Ellen Guffey and Dana Loewy	Essentials of Business Communication, 11 th edition	Cengage Learning	2019
		2.		Association for Business Communication case studies		
		3.		Harvard Business Review (HBR) cases and articles		
		4.		Academy of Management Perspectives cases and articles		
	22.2.	Supplemental literature				
		No.	Author	Title	Publisher	Year
		1.	Courtland L. Bovée and John V. Thill	Business Communication Today, 14 th edition	Pearson Education Limited	2018