

# STUDY GUIDE

## ***THE POWER OF SMALL TALK IN BUSINESS COMMUNICATION***

**Organised by**

***Poznan University of Technology***





## 1. IDENTIFYING DATA.

· Course Name.	<i>The Power of Small Talk in Business Communication</i>
· Coordinating University.	<i>Poznan University of Technology</i>
· Partner Universities Involved.	---
· Course Field(s).	<i>Applicable in any study field</i>
· Related Study Programme.	<i>Not applicable</i>
· ISCED Code.	<i>0031/0417/1015</i>
· SDG.	<i>4, 5, 8, 16</i>
· Study Level.	<i>Bachelor (B)</i>

· Number of ECTS credits allocated.	<i>2</i>
· Mode of Delivery.	<i>Online live</i>
· Language of Instruction.	<i>English</i>
· Course Dates.	<i>12.05-12.06.2025</i>
· Schedule of the course.	<i>A five-week course - 5 synchronous 90 minute meetings instructed by the teacher (the dates will be announced at a later date upon kick-off meeting with course participants)</i>
· Key Words.	<i>Interpersonal Communication, Business Communication Skills, Networking, Intercultural Communication</i>
· Catchy Phrase.	<i>Discover the hidden power of small talk in the working environment</i>

· Prerequisites and co-requisites.	<ul style="list-style-type: none"> <li>- <i>B1+ English Level</i></li> <li>- <i>EUNICE students</i></li> </ul>
· Number of EUNICE students that can attend the Course.	<i>20 students (2 representatives of each of the 10 universities)</i>
· Course inscription procedure(s).	<i>standard EUNICE procedure via EUNICE website</i>

## 2. CONTACT DETAILS.

· Department.	<i>Centre of Languages and Communication at Poznan University of Technology</i>
· Name of Lecturer.	<i>Izabela Cichocka, M.A.</i>
· E-mail.	<i>izabela.cichocka@put.poznan.pl</i>
· Other Lecturers.	---



### 3. COURSE CONTENT.

*Business Communication Skills, Improving Listening and Speaking Skills, Intercultural Communication, Cultural Differences in Working Environment, Networking, Formal vs. Informal Communication*

### 4. LEARNING OUTCOMES.

- *The course is designed to prepare students to engage in fluent interaction in the working environment, especially in the informal context*
- *The student has the ability to interpret some behavior and situations in different international contexts*
- *The student is able to utilize different strategies and expressions to communicate successfully face-to-face in business environment*
- *The student can recognize and understand cultural differences in a professional and private conversation*
- *The student is able to keep the conversation flowing, using various strategies*
- *As a result of the course, the student is able to communicate effectively in the international working environment*

### 5. OBJECTIVES.

*The aims are:*

- *to improve the students' listening and speaking skills,*
- *to make them aware of cultural differences in the international working environment*
- *to develop their intercultural communication skills*
- *to enable them to successfully interact with business partners and work in international teams*

### 6. COURSE ORGANISATION.

#### UNITS

- |    |                               |
|----|-------------------------------|
| 1. | <i>Making contact</i>         |
| 2. | <i>Welcoming visitors</i>     |
| 3. | <i>Getting acquainted</i>     |
| 4. | <i>Entertaining a visitor</i> |
| 5. | <i>Eating out</i>             |

#### LEARNING RESOURCES AND TOOLS.



*Zoom platform, educational media, virtual classroom activities (team work, pair work)*

**PLANNED LEARNING ACTIVITIES AND TEACHING METHODS.**

*Team-building exercises, Role playing; Workshop, Group learning, Individual learning, Technology-based learning*

**7. ASSESSMENT METHODS, CRITERIA AND PERIOD.**

*Active participation and engagement in the course activities  
group work assessment (short presentations)*

**OBSERVATIONS.**

**8. BIBLIOGRAPHY AND TEACHING MATERIALS.**

*Gore S., Smith D. G. 2008. English for Socializing and Small Talk, Warszawa BC.edu  
Video materials*

