**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ**

**НАЦІОНАЛЬНИЙ ТЕХНІЧНИЙ УНІВЕРСИТЕТ**

**«ХАРКІВСЬКИЙ ПОЛІТЕХНІЧНИЙ ІНСТИТУТ»**

Кафедра                соціології і публічного управління

(назва кафедри, яка забезпечує викладання дисципліни)

«**ЗАТВЕРДЖУЮ**»

Завідувач кафедри соціології і публічного управління

(назва кафедри )

\_\_\_\_\_\_\_\_\_\_\_\_ Мороз В.М .

 (підпис)(ініціали та прізвище)

«31» серпня 2022 року

**ЗАВДАННЯ ДЛЯ САМОСТІЙНОЇ РОБОТИ З НАВЧАЛЬНОЇ ДИСЦИПЛІНИ**

**Іноземна мова за професійним спрямуванням**

( назва навчальної дисципліни)

рівень вищої освіти\_\_\_\_\_ \_\_\_\_\_другий (магістерський)

перший (бакалаврський) / другий (магістерський)

галузь знань\_\_\_\_\_\_\_\_\_\_\_\_\_05 Соціальні та поведінкові науки

(шифр і назва)

спеціальність \_\_\_\_\_\_\_054 Соціологія

(шифр і назва )

освітня програма Соціологічне забезпечення економічної діяльності

(назви освітніх програм спеціальностей )

вид дисципліни загальна; обов’язкова

(загальна підготовка / професійна підготовка; обов’язкова/вибіркова)

форма навчання денна

(денна / заочна/дистанційна)

Харків – 2022 рік

**Перший модуль** включає в себе питання, що стосуються формування у майбутніх спеціалістів  фундаментальні знання з теорії організаційної та бізнес-комунікації та дати студентам уявлення про існуючі індивідуальні особливості і властивості людини, що впливають на індивідуальний стиль спілкування; розвиток навиків організації ефективних форм індивідуальних і групових комунікацій. Також значна увага приділяється сучасним тенденціям розвитку комунікативних соціальних практик в умовах поглиблення глобалізаційних трендів у модерному суспільстві та покращення мовленнєвих навичок у англомовному бізнес-середовищі.

**Тема 1.** Foundations of Organizational Communication

1. . Thinking About the Content
2. What are your key takeaways from this lecture? What is something you have learned or something you would like to add from your experience?
3. Recall one time you felt offended or insulted in a conversation. What contributed to your perception?
4. When someone lost your trust, were they able to earn it back?

Does the communicator have a responsibility to the audience? Does the audience have a responsibility to the speaker? Why or why not?

**Література:** 1-6

**Тема 2.** Business Communication

1.  How to explain clearly, and concisely, the nature of the task.

2.   How to tell people what to do and how to do it.

3.  How to encourage people when work is well done.

4.  How to build relationships with your staff.

5. How to share problems with them, and listen to their ideas and feelings.

6. How to delegate effectively, so that there is a clear understanding of what problems people should bring to you.

7. How to explain why you are behaving differently as a leader in a particular situation - why, in effect, you are being consistent in your inconsistency

**Література:** 1-3, 5-7

**Тема 3.** Business Communication Skills in Global Perspectives

1. Active listening.
2. Adaptability.
3. Communication.
4. Emotional intelligence.
5. Innovation.
6. Teamwork.

Work ethic.

**Література:** 1-3, 5-6, 9, 10

**Тема 4.** Verbal and Non-verbal Communication

* What is nonverbal communication?
* Eight Types of Nonverbal Communication
* How to Interpret Nonverbal Messages in the Workplace
* Understand body language with online learning
* How to become a non-verbal communication prosumer
* How to improve your nonverbal communication skills

Advantages of Non-verbal Communication in Business

**Література: 1-2**

**Змістовий модуль 2. Skills in Action**

**Другий модуль** включає в себе питання, що стосуються розвитку м’яких навичок. Також модуль спрямовано **на формування таких компетентностей**: здатність здійснювати комунікаційну діяльність, уміння працювати у колективі та команді; вміння створювати та організовувати ефективні комунікації в процесі управління; здатність формувати лідерські  якості та демонструвати їх у процесі управління людьми; здатність розробляти систему заходів щодо забезпечення позитивного іміджу людини, власного бренду або підприємства; кросс-культурні навички спілкування у іншомовному середовищі.

**Тема 5.** Negotiation Skills

1. Negotiation Skills: What does it Mean?
2. Stages of Negotiation 1. Preparation 2. Discussion 3. Clarifying Goals
3. Negotiate Towards a Win-Win Outcome
4. Informal Negotiation
5. Characteristics of a good negotiator
6. Things to Avoid in Negotiation

**Література:** 1-6, 11-12

**Тема 6.** Conflict – Resolution and Cross-Cultural Skills

1. WHAT IS CONFLICT RESOLUTION PROBLEM?
2. WHY SHOULD YOU RESOLVE CONFLICT?
3. WHEN SHOULD YOU RESOLVE CONFLICT?
4. Stages of Conflict:
5. UNDERSTAND THE CONFLICT
6. COMMUNICATE WITH THE OPPOSITION
7. . BRAINSTORM POSSIBLE RESOLUTIONS
8. CHOOSE THE BEST RESOLUTION
9. USE A THIRD-PARTY MEDIATOR
10. . EXPLORE ALTERNATIVES
11. COPE WITH STRESSFUL SITUATIONS AND PRESSURE TACTICS

Conflict Management Skills: Definition and Examples

**Література:** 1-9

**Тема 7.** Leadership and Presentation Skills

1. Leadership Skills: Definitions and Examples
2. What are leadership skills?
3. Description of some examples of skills that make a strong leader
4. What makes a good leader?
5. Numerate Top Six Leadership Skills
6. Describe key skills related to being a strong leader through decisiveness
7. A successful leader who is adept at relationship building will also have the following skills: please prioritize them.

**Література:** 1-6, 13

**Тема 8.** Team-working, Team-building, and Time Management Skills

Here are some examples of team-building activities that you could try with your own team:

1. Game of possibilities
2. Purpose mingle
3. Code of conduct
4. Campfire stories
5. Memory wall
6. Winner/loser
7. Human knot
8. Egg drop
9. Truth and lies
10. Blind drawing
11. Magazine story
12. Shark tank
13. Office trivia
14. Body of words
15. Buckets and balls
16. Build bridges, not walls
17. Team jigsaw
18. Sneak-a-peek
19. Tied together
20. Daredevil
21. Scavenger hunt
22. Shipwrecked
23. This is better than that
24. Minefield
25. The perfect square
26. Guess the object
27. Team emblem
28. Photo finish
29. Hole in many
30. Blind draw

**Література: 1-6**

**ІНДИВІДУАЛЬНІ ТА ГРУПОВІ ЗАВДАННЯ**

На протязі семестру здійснюється підготовка та захист презентації за темами командних та індивідуальних проектів, відповідно до тем курсу.

|  |  |  |
| --- | --- | --- |
| №з/п | Назва індивідуального завдання та (або) його розділів | Терміни виконання (на якому тижні) |
| 12 | Підготувати командний або індивідуальний проекти за Модулем №1 за наступними темами (два за власним вибором):* Organizational Communication in Use
* Business Communication in Use
* How Globalization impacts Organizational Communication
* How to build relationships with your staff
* How to improve your nonverbal communication skills
* What are the career benefits of being patient?

Підготувати командний або індивідуальний проекти за Модулем №2 за наступними темами (у двох за власним вибором):* 30 tips to improve your presentation skills
* 30 tips to improve your meetings skills
* 30 tips to improve your cross-cultural skills
* 30 tips to improve your team-working skills
* 30 tips to improve your interviewing skills
* 30 tips to improve your time-management skills
* Soft and Hard Skills in the Profession of Sociologist
 | 1-89-12  |

**Теми ессе**

1. Difference between General Communication and Business Communication
2. Business Communication Cognizant of Technological Differences in a Global Environment
3. Two Business Communication Activities: Internal Versus External
4. Concise Necessity of Business Communication
5. Business Communication Cognizant of Competitive Differences in a Global Environment
6. How Business Communication Obtains Actions from Recipients
7. Stakeholder Management and Business Communication
8. Business Communication Cognizant of Ethical Differences in a Global Environment
9. Types of Business Documents Requiring Business Communication
10. Business Communication and External Image
11. Business Communication Cognizant of Geographic Differences in a Global Environment
12. Business Communication and Completion of Company Objectives
13. Surviving Continual Change Processes with Business Communication
14. Business Communication Cognizant of Cultural Differences in a Global Environment
15. The Four Basic Elements to Communication
16. Different Channels and Mediums for Business Communication
17. Clarity of Purpose for Business Communication
18. Response Elements in Business Communication
19. Active Listening and Controlled Emotions for Business Communication
20. Feedback Within the Business Communication Process

**Теми індівідуальних презентацій**

1. [Public Speaking Experience and Recommendations for Improvement](https://studycorgi.com/communications-public-speaking/)
	* Public speaking refers to the act of speaking to a group of people. This paper describes a public speaking experience and explores various recommendations for improvement.
2. [Technical Communication: Social Networking](https://studycorgi.com/technical-communication-social-networking/)
	* Social networking can be defined as a virtual environment in which individuals form groups for a common goal of socializing.
3. [Communications: Texting Your Friends and Talking to Them](https://studycorgi.com/communications-texting-your-friends-and-talking-to-them/)
	* Texting is universal and suitable compared to calling as it goes without saying that one cannot call the person at any time.
4. [Effective and Professional Electronic Communications](https://studycorgi.com/effective-and-professional-electronic-communications/)
	* Over the past decade the internet has revolutionized the way in which communication occurs in the work place. One of the revolutionary communication means is the use of emails.
5. [Communications: Online Dating and Its Perspectives](https://studycorgi.com/communications-online-dating-and-its-perspectives/)
	* Online dating is a successful and convenient way of human interactions where it is possible to develop successful romantic relationships. It is a good place to mingle and meet new people.
6. [Non-Verbal Communication and Customer Satisfaction](https://studycorgi.com/non-verbal-communication-and-customer-satisfaction/)
	* Elements of Non-verbal communication include kinesics, paralanguage, physical appearance and proxemics. All these rudiments contribute to the way in which buyers evaluate a business.
7. [Lack of Communication in the Change Processes](https://studycorgi.com/lack-of-communication-in-the-change-processes/)
	* The report “Lack of communication in the change processes” describes problems that arise if the changes in the organization are not communicated to the employees.
8. [Communications: Facebook Social Media Platform](https://studycorgi.com/communications-facebook-social-media-platform/)
	* Facebook refers to a social network that allows people to share information online. This paper focuses on discussing Facebook as an important tool for advertising and its effectiveness.
9. [School Communication and Involvement of Parents in the School Activities](https://studycorgi.com/school-communication/)
	* Different families have different work schedules, and accordingly different preferred communication methods, accommodating which might be a challenge.
10. [Nursing Communication Process](https://studycorgi.com/nursing-communication-process/)
	* The five elements of the communication process include the sender, message, receiver, channels, and feedback.
11. [Introduction to Communication: Advertising](https://studycorgi.com/introduction-to-communication-advertising/)
	* The main purpose that all advertisers pursue is to affect consumer’s preferences. This can be done at least in three genuinely different ways.
12. [System of Medical Order Communication](https://studycorgi.com/system-of-medical-order-communication/)
	* An examination of the proposed system of medical order communication as well as the presentations on input technologies revealed a viable attempt at replacing an archaic system.
13. [Communications: Technology and Personal Contact](https://studycorgi.com/communications-technology-and-personal-contact/)
	* Technology is making communication easier in today’s world, but at the expense of personal contact as many people choose to interact from home in front of a computer screen.
14. [Teaching Communication Skills for Students with Autism](https://studycorgi.com/teaching-communication-skills-for-students-with-autism/)
	* Through games and other forms of interaction with his/her peers, a child with autism disorders is able to develop in his/her areas of deficiency.
15. [Modern Communication Technologies and Personal Contact](https://studycorgi.com/modern-communication-technologies/)
	* Modern communication technologies have introduced devices with high capabilities and speed, which have facilitated communications between people.
16. [Effective Business Communication: The Importance of Messages](https://studycorgi.com/effective-business-communication/)
	* Effective communication is one of the most important prerequisites for business success. It helps to pass on important messages from top organs and to solve organizational problems.
17. [Five Words For Easier Communication](https://studycorgi.com/five-words-for-easier-communication/)
	* It is very difficult to become acquainted with new people. That is why it is possible to create the list of five words which can give at least vague idea of your character.
18. [Communication Networks](https://studycorgi.com/communication-networks/)
	* Communication networks within a firm include wheel network, chain network, circle network, and all-channel network.
19. [Communication Process and Behavior](https://studycorgi.com/communication-process-and-behavior/)
	* Managing a project means being able to coordinate the work of several teams and make sure that every single member has unique roles and responsibilities.
20. [Innovative Technologies for Communication](https://studycorgi.com/innovative-technologies-for-communication/)
	* Technology is making communication easier in today’s world, but at the expense of personal contact as many people choose to interact from home in front of a computer screen.
21. [Technology and Communication: The Impact of Information Technologies and the Lack of Personal Contact](https://studycorgi.com/technology-and-communication/)
	* The rapid development of information technologies has made communication much easier. For instance, people, who can be separated by long distances, can now writer without any difficulty.
22. [Human Interactions in the Form of Communication](https://studycorgi.com/human-interactions-in-the-form-of-communication/)
	* Human interactions appear in the form of communication, and this communication can either be in terms of spoken or written discourse.
23. [Technology and Communication in Today’s World](https://studycorgi.com/technology-and-communication-in-todays-world/)
	* Information technologies and various means for distant communication have created an opportunity to talk to those who are away.
24. [Technology and Interpersonal Communication](https://studycorgi.com/technology-and-interpersonal-communication/)
	* The use of technology in communication has improved the quality and quantity of communication and promoted human relations in the society.
25. [Gestures and Signs in Communication](https://studycorgi.com/gestures-and-signs-in-communication/)
	* This paper will set out to argue that while gestures can be developed and studied so as to advance their usage they cannot serve as an adequate replacement for speech in our life.
26. [How Technology Has Changed Communication?](https://studycorgi.com/how-technology-has-changed-communication/)
	* Social networks have made communication simpler, faster and better by enhancing accessibility in both social and business fields.
27. [Technical Communication Problems: Benefits and Detrimental Effects of Technologies](https://studycorgi.com/technical-communication-problems/)
	* The paper discusses the problem of technical communication: the number of face-to-face interactions decreases; people have to struggle with the lack of confidence and alienation.
28. [Communication Role in Organizational Change Process](https://studycorgi.com/communication-role-in-organizational-change-process/)
	* The paper aims to analyze the existing relationship between communication and resistance to change and consequences of the poor communication in organizations.
29. [The Role of Online Communication](https://studycorgi.com/the-role-of-online-communication/)
	* The intensive development of information and communication technologies leads today to changes in the character of interpersonal contacts.
30. [Communication and Clinical Interview – Nursing](https://studycorgi.com/communication-and-clinical-interview-nursing/)
	* Good communication is very critical in the nursing profession. It is necessary for nurses to develop healthy relationships with their patients.
31. [Personal Networks and Communication System](https://studycorgi.com/personal-networks-and-communication-system/)
	* Technology does not destroy ties but makes them more diverse and sophisticated. Every person can choose the way to communicate and technology provides a variety of options.
32. [Nurse-Patient Communication: Role and Issues](https://studycorgi.com/nurse-patient-communication-role-and-issues/)
	* A nurse should provide the patient with information related to his condition, progress, and medications. Communication with patients influences the quality of services.
33. [Social Media’s Influence and Their Role in Communication](https://studycorgi.com/the-role-of-social-medias-influence-essay/)
	* Social media tools help people to connect individual’s awareness of an issue worldwide. This, in turn, helps to usurp authoritarian governments while uniting people in a crisis.
34. [Effective Communication and Human Relations in the Workplace](https://studycorgi.com/effective-communication-and-human-relations-in-the-workplace/)
	* The paper explores the advantages of effective communication, possible communication barriers, and importance of human relations skills in the workplace.
35. [Modern Technologies Role in Communication](https://studycorgi.com/modern-technologies-role-in-communication/)
	* Modern technologies make communication easier, but they do it at the expense of face-to-face contact, which creates different negative impacts on the contemporary society.
36. [Face-To-Face Communication Vs Online Communication Essay](https://studycorgi.com/online-versus-face-to-face-communication/)
	* Online communication becomes more popular with the youth because there is no necessity to go out in order to learn the friends’ latest news.
37. [XXI Century Technology and Its Toll on Communication Skills](https://studycorgi.com/xxi-century-technology-and-its-toll-on-communication-skills/)
	* The key problem with the new media is that it does not allow for recognizing the elements of nonverbal communication – at least, not as fast and efficiently as live communication does.
38. [Intercultural Communication in TV Shows](https://studycorgi.com/intercultural-communication-in-tv-shows/)
	* The paper discusses filmmaking that used various television series and movies to examine the question of intercultural communication.
39. [Behavior: Face-to-face and Online Communication Differences](https://studycorgi.com/behavior-face-to-face-and-online-communication-differences/)
	* This research will focus on the way people interact with and affect each other as opposed to the way people interact with their devices (social media).
40. [Digital Divide – Information and Communication Technologies](https://studycorgi.com/digital-divide-information-and-communication-technologies/)
	* This paper will set out to define the digital divide and discuss the merits and demerits of improving it. The most significant technological advances were made in the field of ICT.

**РЕКОМЕНДОВАНА ЛІТЕРАТУРА**

**Базова література**

|  |  |
| --- | --- |
| 1 | [Argenti](https://www.textbooks.com/Author/Argenti.php?CSID=2OCBCBJDT3ZKODQ2TUDAM2SMB), P., (2016). Strategic Communication in Business and Professions (Looseleaf) - 8th edition, Pearson. |
| 2 | Business Writing and Communication (2010). 256 Pages https://www.pdfdrive.com/business-writing-and-communicationpdf-e33410233.html |
| 3 | Chang, E., K., (2019), The Best English Grammar Book Ever. Pearson. |
| 4 | O'Hair, D. (2011). Organizational Communication: Approaches and Processes 6th Edition Cengage Learning; 6th edition (January 6, 2011) 336 pages |
| 5 | Murphy R. (2019). English Grammar in Use. - Cambridge University Press, 2019. |
| 6 | Online English Grammar Book https://www.englishpage.com/grammar/ |

**Допоміжна література**

|  |  |
| --- | --- |
| 7 | Верба Г.В. (2007). Довідник з граматики англійської мови. – К.: Освіта, 2007. – 341 с. |
| 8 | Горошко, О.І., Гребінник, Г.Ю., Дідович, Г.В., Комова, Г.В. (2011). Анотування та реферування англійською мовою загальнонаукової та фахової літератури. Навчальний посібник для студентів, магістрів та аспірантів економічних, соціологічних та комп’ютерних спеціальностей. Харків:НТУ «ХПІ». |
| 9 | Тичина Н. В. (2016). Анотування та реферування англійського тексту : навч.-метод. посібник з англійської мови для студентів, магістрів та аспірантів усіх спец. = Annotating and abstracting the english text : textbook of English for students, masters and PhD students of all specialties / Н. В. Тичина, О. О. Мартинчук ; Нац. техн. ун-т "Харків. політехн. ін-т". – Харків: НТУ "ХПІ", – 204 с. – Англ., укр., рос. мовами. |
| 10 | Bailey, S. (2015). The Essentials of Academic Writing for International Students, Longman. |
| 11 | Clarke, T. (2022). Writing for Social Media: 7 Tips and Tools Available at: https://blog.hootsuite.com/writing-for-social-media/ |
| 12 | Day, Ch., (2021). 10 Helpful Social Media Writing Tips For Businesses. Available at: [https://www.agorapulse.com/blog/social-media-writing-tips/](https://www.agorapulse.com/blog/social-media-writing-tips/%0DLast%20modified%20Jul.%2031%202021%20%C2%B7%2010%20min%20read%0D) |
| 13 | Davis, M.(1997). Scientific papers and presentations. – San Diego: Academic Press. |

**ІНФОРМАЦІЙНІ РЕСУРСИ В ІНТЕРНЕТІ**

**Topic #1**

* <https://blog.smarp.com/11-reasons-why-business-communication-is-crucial-for-companys-success>
* <https://www.businessinsider.com/communication-business-skill-2018-5>
* <https://www.youtube.com/watch?v=WESGDi_ajUU>
* <https://www.youtube.com/watch?v=Tuw8hxrFBH8>
* <https://www.vskills.in/practice/business-communication-mock-test>
* <https://www.eguardian.co.in/business-communication-multiple-choice-questions-and-answers-pdf/>
* <https://www.objectivequiz.com/objective-questions/business-management/business-communication>
* <https://www.upcounsel.com/organizational-communication>

Topic #2

* https://www.testgorilla.com/test-library/situational-judgment-tests/communication-test/?utm\_term=communication%20skills%20test&utm\_campaign=Campaign+%7C+Situational+Judgement+%7C+World+-+10+%7C+Test+Page&utm\_source=adwords&utm\_medium=ppc&hsa\_acc=4932434860&hsa\_cam=10829556628&hsa\_grp=115519565164&hsa\_ad=481288874364&hsa\_src=g&hsa\_tgt=aud-922641844703:kwd-295612405159&hsa\_kw=communication%20skills%20test&hsa\_mt=b&hsa\_net=adwords&hsa\_ver=3&gclid=CjwKCAjwyvaJBhBpEiwA8d38vCN-526i4FAAmYM\_DDIGJ53lMb2LtVOAB1-aWVvWV9mZxFK1SA8fkhoCuhUQAvD\_BwE
* <https://online.jefferson.edu/business/5-critical-business-communication-skills/>
* <https://www.mindtools.com/page8.html>
* <https://www.mindtools.com/pages/article/newCS_85.htm>
* <https://www.indeed.com/career-advice/resumes-cover-letters/communication-skills>
* <https://www.ted.com/talks/don_tapscott_four_principles_for_the_open_world>
* <https://smallbusiness.chron.com/advantages-functional-project-organizational-structure-2739.html>

Topic #3

* <https://www.cnbc.com/2019/01/04/the-30-most-in-demand-skills-in-2019-according-to-linkedin-.html>
* https://www.testgorilla.com/test-library/situational-judgment-tests/communication-test/?utm\_term=communication%20skills%20test&utm\_campaign=Campaign+%7C+Situational+Judgement+%7C+World+-+10+%7C+Test+Page&utm\_source=adwords&utm\_medium=ppc&hsa\_acc=4932434860&hsa\_cam=10829556628&hsa\_grp=115519565164&hsa\_ad=481288874364&hsa\_src=g&hsa\_tgt=aud-1363908482336:kwd-295612405159&hsa\_kw=communication%20skills%20test&hsa\_mt=b&hsa\_net=adwords&hsa\_ver=3&gclid=Cj0KCQjw18WKBhCUARIsAFiW7Jw3wy4xepD-JjMqtnSRGZR2MNhWYiuj23NvihrJnEFsqXo8W5E7poMaAoWTEALw\_wcB
* <https://www.soegjobs.com/top-10-skills-employers-look-for/>
* <https://www.linkedin.com/pulse/top-soft-skills-2021-jenifer-lambert/?trk=public_profile_article_view>
* <https://www.hult.edu/blog/skills-needed-in-international-business/>

Topic #4

* <https://www.indeed.com/career-advice/career-development/nonverbal-communication-skills>
* <https://courses.lumenlearning.com/wm-businesscommunicationmgrs/chapter/verbal-and-nonverbal-communication/>
* <https://slidetodoc.com/chapter-4-language-verbal-non-verbal-communication-language/>
* [https://www.youtube.com/watch?v=Nhg1\_6NdDfo](https://www.webcontactus.com/goto.php?url=aHR0cHM6Ly93d3cueW91dHViZS5jb20vd2F0Y2g/dj1OaGcxXzZOZERmbw==)
* <https://www.forbes.com/sites/jacquelynsmith/2013/03/11/10-nonverbal-cues-that-convey-confidence-at-work/?sh=72d751365e13>
* <https://edu.gcfglobal.org/en/business-communication/the-power-of-body-language/1/>
* <https://ecampusontario.pressbooks.pub/commbusprofcdn/chapter/types-of-nonverbal-communication/>
* <https://keydifferences.com/difference-between-verbal-and-non-verbal-communication.html>
* <https://harappa.education/harappa-diaries/verbal-and-nonverbal-communication/>
* https://askanydifference.com/difference-between-verbal-and-non-verbal-communication/

Topic #5

* <https://www.indeed.com/career-advice/career-development/negotiation-skills>
* <https://online.hbs.edu/blog/post/negotiation-skills>
* <https://crestcom.com/blog/2017/03/09/3-negotiation-skills-that-will-make-you-love-negotiating/>
* <https://www.skillsyouneed.com/ips/negotiation.html>

Topic #6

* <https://blog.hubspot.com/service/conflict-resolution-skills>
* <https://offers.hubspot.com/skill-development-templates?hubs_post-cta=anchor&hsCtaTracking=f60bf423-ac11-42d7-9904-e898d211a2ad%7C78579a71-590d-4086-929d-3f24356a4169>
* <https://www.indeed.com/career-advice/career-development/conflict-management-skills>
* <https://www.indeed.com/career-advice/career-development/levels-of-conflict>
* <https://www.edmonds.edu/counseling/documents/Conflict.pdf>
* <https://www.fingerprintforsuccess.com/blog/conflict-resolution-skills>

Topic #7

* <https://www.forbes.com/sites/kevinkruse/2013/04/09/what-is-leadership/?sh=753179d95b90>
* <https://www.thebalancecareers.com/top-leadership-skills-2063782>
* <https://www.youtube.com/watch?v=vlpKyLklDDY>
* <https://www.youtube.com/watch?v=oDsMlmfLjd4>
* <https://www.youtube.com/watch?v=lje3bd61SNs>
* <https://www.youtube.com/watch?v=urrYhnaKvy4>
* <https://www.scoopwhoop.com/inothernews/historical-speeches/>
* <https://www.legacee.com/communication-skills/leadership/great-speeches/by-leaders>
* <https://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action?language=uk>
* <https://www.youtube.com/watch?v=9JadKQFDPUo&t=0s>

Topic #8

* <https://theinvestorsbook.com/team-building.html>
* <https://www.makingbusinessmatter.co.uk/team-building-skills-ultimate-guide/>
* <https://www.huddle.com/blog/team-building-activities/>
* <https://www.workamajig.com/blog/team-building-activities>
* <https://sites.google.com/site/b2222w/home/teamwork>
* <https://www8.sunydutchess.edu/faculty/akins/documents/Assessment_Book.pdf>
* <https://www.proprofs.com/quiz-school/playquiz/?title=teambuilding-quiz_1>
* <https://www.teambonding.com/6-reasons-for-team-building/>
* <https://www.mindtools.com/pages/article/newTMM_52.htm>
* <https://www.youtube.com/watch?v=qtpY9zwuzFM>