

**UNIVERSITY OF ECONOMICS - VARNA**  
**FACULTY OF ECONOMICS**  
**DEPARTMENT OF INDUSTRIAL BUSINESS AND LOGISTICS**

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Adopted by the FC (record №/ date): №9/23.04.2020

Adopted by the DC (record №/ date): №7/27.02.2020

**ACCEPTED BY:**

**Dean:**

(Assoc.prof.Denka Zlateva, PhD)

## **SYLLABUS**

**SUBJECT: SOFT SKILLS FOR BUSINESS**

**DEGREE PROGRAMME: „Business and management“; BACHELOR`S DEGREE**

**YEAR OF STUDY: 3; SEMESTER: 6**

**TOTAL STUDENT WORKLOAD: 150 hours; incl. curricular 60 hours**

**CREDITS: 5**

### **DISTRIBUTION OF STUDENT WORKLOAD ACCORDING TO THE CURRICULUM**

<i>TYPE OF STUDY HOURS</i>	<b>WORKLOAD, hours</b>	<b>TEACHING HOURS PER WEEK, hours</b>
CURRICULAR: incl. <ul style="list-style-type: none"><li>• LECTURES</li><li>• SEMINARS / LAB. EXERCISES</li></ul>	30 30	2 2
EXTRACURRICULAR	90	-

Prepared by:

1. ....  
(assoc.prof. Yordan Ivanov, PhD)

2. ....  
(assist.prof. Stefan Kalpachev, PhD)

Head of department  
of Industrial business and logistics: .....  
(assoc.prof. Yordan Ivanov, PhD)

## **I. ANNOTATION**

*Soft skills in Business is an academic discipline devoted to understanding individual and group behavior, interpersonal processes, and organizational dynamics with the goal of improving the performance of organizations and the people in them. The aim of the course is to provide students with knowledge and skills to understand and utilize human relations concepts as they apply to the business environment. It is designed to study psychological factors involved in real business situations and to understand individual differences, group dynamics and psychological processes in a team, sources of motivation, etc. Students also gain practical skills in stress management, conflict management, time management.*

*The coursework tends to touch on interdisciplinary topics as wide-ranging as sociology, economics, management, leadership and anthropology. Teaching methods include lectures combined with discussions, skill development by means of a problem solving approach, as well as by individual or group project assignment and presentation. In order to maximize learning in this course students are encouraged to participate in discussion, such as by contributing personal examples or ideas, and by asking questions.*

## **II. THEMATIC CONTENT**

No.	TITLE OF UNITS AND SUBTOPICS	NUMBER OF HOURS		
		L	S	LS
<b>Unit 1: UNDERSTANDING HUMAN RELATIONS</b>		<b>4</b>	<b>4</b>	
1.1	Factors Influencing Behavior of Individuals			
1.2	Predisposing Factors			
1.3	Situational Factors			
1.4	Reasoning Process			
<b>Unit 2: PERSONALITY. INDIVIDUAL DIFFERENCES</b>		<b>5</b>	<b>5</b>	
2.1	Nature of Personality			
2.2	Big Five Model of Personality			
2.3	Myers–Briggs Type Indicator			
2.4	Other Organizationally Relevant Personality Traits			
<b>Unit 3: PERCEPTION AND ATTRIBUTION</b>		<b>4</b>	<b>4</b>	
3.1	The Perceptual Process			
3.2	Common Perceptual Distortions			
3.3	The Attribution Process			
3.4	Impression Management			
<b>Unit 4: INTERPERSONAL AND ORGANIZATIONAL COMMUNICATIONS</b>		<b>5</b>	<b>5</b>	
4.1	The Communication Process			
4.2	Communication Problem Areas			
4.3	Organizational Communications			
<b>Unit 5: CONFLICTS IN ORGANIZATIONS</b>		<b>4</b>	<b>4</b>	
5.1	Conflict Process Model. Structural Sources of Conflict in Organizations			
5.2	Interpersonal Conflict-Handling Styles			
5.3	Structural Approaches to Conflict Management			
<b>Unit 6: MANAGING STRESS</b>		<b>4</b>	<b>4</b>	
6.1	The Nature of Stress			
6.2	Sources of Stress			
6.3	Consequences of Stress			
6.4	Coping with Stress			

<b>Unit 7: MANAGING TIME</b>		<b>4</b>	<b>4</b>	
7.1	Time and Time Management			
7.2	Typical Time-Wasters			
7.3	Time Management Techniques			
<b>Total</b>		<b>30</b>	<b>30</b>	

### **III. FORMS OF CONTROL:**

No. by row	TYPE AND FORM OF CONTROL	№	extra-curricular, h.
<b>1.</b>	<b>Midterm control</b>		
1.1.	Written assignments on a given topic	<b>5</b>	<b>50</b>
1.2.	Test (mixed type questions)	<b>1</b>	<b>10</b>
<b>Total midterm control:</b>		<b>6</b>	<b>60</b>
<b>2.</b>	<b>Final term control</b>		
2.1.	Examination (test)	<b>1</b>	<b>30</b>
<b>Total final term control:</b>		<b>1</b>	<b>30</b>
<b>Total for all types of control:</b>		<b>7</b>	<b>90</b>

### **IV. LITERATURE**

#### **REQUIRED (BASIC) LITERATURE:**

1. Aamodt, Rayness, Human Relations in Business, Thomson Learning, 2001

#### **RECOMMENDED (ADDITIONAL) LITERATURE:**

1. Aamodt, Industrial/Organizational Psychology, Cengage Learning, 2010
2. Anderson, Ones, Sinangil, Viswesvaran (Eds.), Handbook of industrial, work and organizational psychology, Vol. 1 & Vol. 2, Sage Publications Ltd., 2002
3. Borman, Ilgen, Klimoski (Eds.), Handbook of psychology: Vol 12 Industrial and organizational psychology, NJ: John Wiley & Sons, 2003
4. Frey, Stutzer, Economics and Psychology: A Promising New Cross-Disciplinary Field, The MIT Press, 2010
5. Larson, Business Psychology, CreateSpace Independent Publishing Platform, 2015
6. McKenna, Business Psychology and Organizational Behaviour, Psychology Press, 2012
7. Myers, Social Psychology, McGraw-Hill, 2012
8. Nielsen, The Politics of Ethics: Methods for Acting, Learning, and Sometimes Fighting with Others in Addressing Ethics Problems in Organizational Life, Oxford University Press, 1996
9. Wilkinson, An Introduction to Behavioral Economics, Palgrave Macmillan, 2007