

UMNEKO project

“Negotiation and communication skills in enhancing university staff qualifications”

PROGRAMME: “EDUCATION” / COMPONENT 1: TRAINING OF HIGHER EDUCATION STAFF



The course aimed at training in communication and negotiation skills, was targeted at the academic and administrative staff of the SUT who wish to invest in their professional and personal development. The classes were conducted by Dr Aldís G. Sigurðardóttir, a high-level expert representing the Icelandic project partner ZOPA ehf., simultaneously also an experienced academic staff of the Reykjavik University.

The aim of the training was to provide participants with a set of conceptual frameworks and practical tools to develop skills and competencies and thus let them to become effective negotiators. Excellent communication skills are crucial for successful collaboration and problem solving in the workplace and when negotiating various agreements in work and private life. Individuals have different expectations and values and the ability to negotiate successfully is based on a combination of analytical and interpersonal skills. These skills are key to achieving satisfactory results in complex organisations and projects and in the teamwork required in today's increasingly global world of science and business. Emphasis was placed on the concept of economic behaviour, different styles and strategies.



The training explored the knowledge and skills of negotiation and the most common tactics and methods used to gain agreement and cooperation from others in order to achieve win-win outcomes. Participants learned the importance of active listening and how to create and sustain long-term relationships with others.



An intensive series of full-day classes for a group of a dozen or so participants was conducted onsite in Gliwice on 27-29/06/2022. The course included a theoretical part presented in an accessible manner and a part of practical exercises with the active participation of participants. The training culminated in the awarding of relevant certificates, confirming the achievement of expected learning outcomes in terms of knowledge, skills and competences. The working language of the training was English.

CERTIFICATE

This is to certify that

.....
has successfully completed an intensive training on
Effective Negotiation Behaviour

delivered by dr Aldis Guðný Sigurðardóttir from
ZOPA ehf., 220 Hafnarfjörður, Iceland

organised in Gliwice, Poland by
Silesian University of Technology / Politechnika Śląska

from 27/06/2022 to 29/06/2022

as a part of the project:

**„Negotiation and communication skills in enhancing
university staff qualifications (UMNEKO)”**

We hereby confirm completion of all objectives outlined in the training programme.

dr Aldis Guðný Sigurðardóttir
Trainer, ZOPA ehf.

Joanna Mrowiec-Denkowska
Project Coordinator, SUT

Gliwice, June 29th, 2022

The training has been organised in the framework of the Education Programme,
implemented within the EEA Financial Mechanism 2014-2021.

The UMNEKO project benefits from a grant of EUR 13,288 received from Iceland, Liechtenstein and
Norway through the EEA Funds. The aim of the UMNEKO project is to strengthen the human capital
and knowledge by increasing communication and negotiation skills of university employees
and thus, extending the range of their soft skills.

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TRAINING STRUCTURE AND TEACHING METHODS:

1. The course taught in a three-day seminar (whole day activities).
2. Teaching done using a combination of approaches ranging from lectures to case studies, discussions and class exercises.
3. Active participation throughout the course is expected to be essential and crucial for reaching the learning outcomes by participants.

TRAINING LEARNING OUTCOMES:

1. Knowledge

The participant:

- a) learns the key concepts and methods in negotiations
- b) understands the dynamics of each "stage" of the negotiation process
- c) recognise different communication styles and knows how to influence the course of events
- d) understands the importance of culture and how it affects the behaviour

2. Skills:

The participants should be able to:

- a) prepare and plan negotiations efficiently
- b) apply methods, theories, and concepts of negotiation to create mutually beneficial agreements and to maximize the gain for both parties

3. Competences:

The participants should be able to:

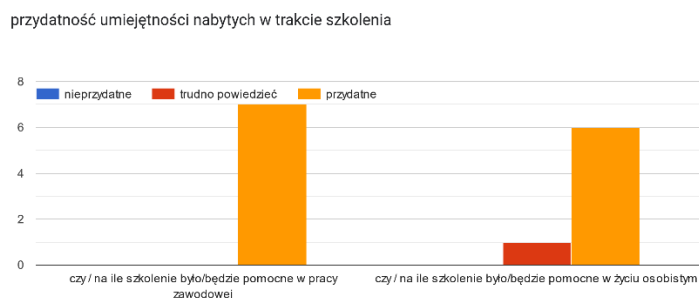
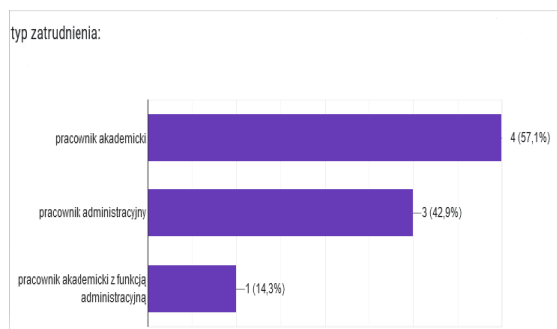
- a) actively lead and take part in challenging negotiations
- b) critically assess and develop supporting arguments and recommendations about practical issues in any negotiation setting

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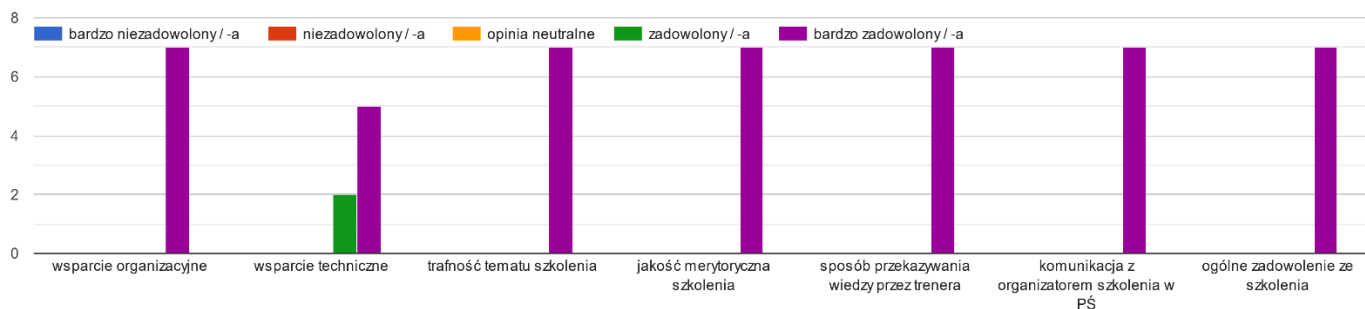


Applications from interested employees were accepted via the university news page https://www.polsl.pl/ps_aktualnosci/umiejetnosci-negocjacyjne-i-komunikacyjne-szkolenie-dla-pracownikow/.

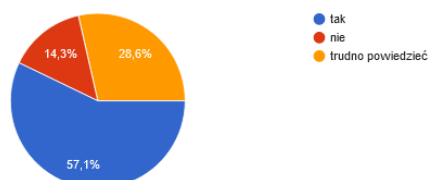
The conclusions and reviews of the trainees and their perception of the programmes offered under the EEA Funds, were collected after the course by completing a voluntary, anonymous online survey (in Polish), the results of which are presented below:



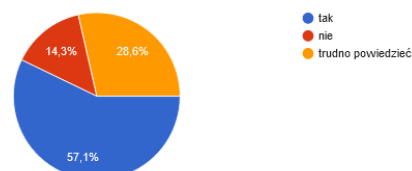
stopień zadowolenia z udziału w szkoleniu



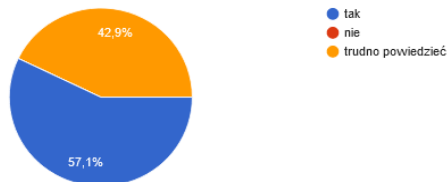
czy udział w szkoleniu zwiększył Pana/Pani świadomość w zakresie oferty Funduszy EOG i jego krajów-darczyńców (Islandia, Norwegia, Liechtenstein) ?



czy udział w szkoleniu zwiększył Pana/Pani świadomość w zakresie oferty Programu Edukacja (<https://education.org.pl/>)?



czy zamierza Pan/Pani skorzystać z oferty Programu Edukacja (niezależnie od komponentu) w przyszłości?



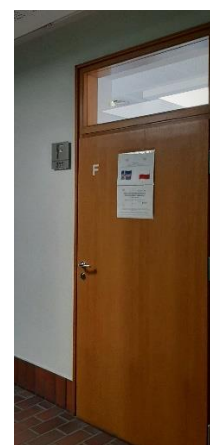
dotychczasowe uwagi / komentarze:

Szkolenie niezwykle przydatne w życiu zawodowym ale i codziennym. Przeprowadzone w profesjonalny sposób. Organizacja szkolenia na najwyższym poziomie.

Chętnie wezmę udział w innych szkoleniach podnoszących umiejętności w zakresie kompetencji miękkich, gdyż tego typu treningu nigdy za wiele...

https://www.polsl.pl/ps_aktualnosci/projekt-umneko-na-politechnice-slaskiej/

PROJECT PROPOSAL IDEA AND COORDINATION OF PROJECT IMPLEMENTATION: International Centre for Interdisciplinary Research of the SUT (mcbi.polsl.pl)



The UMNEKO project has benefited from funding of €13,288 received from Iceland, Liechtenstein and Norway through the EEA Funds.

The aim of the UMNEKO project was to strengthen the human capital and knowledge base by enhancing employees' communication and negotiation skills and expanding their soft skills.

The project was implemented under the EDUCATION PROGRAMME in Component 1: "Staff training".

Programme Operator: Foundation for the Development of the Education System (FRSE), based in Warsaw.

The sole responsibility for the activities and content provided during the project implementation rests with the Silesian University of Technology as the Project Beneficiary.

