### Business Communications (B2.2–C1.1)

<table>
<thead>
<tr>
<th>Department code:</th>
<th>Module name in German:</th>
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<tbody>
<tr>
<td>IBM2.5</td>
<td>Business Communications (B2.2–C1.1)</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Workload:</th>
<th>ECTS credits:</th>
<th>Semester:</th>
<th>Frequency of module:</th>
<th>Duration:</th>
</tr>
</thead>
<tbody>
<tr>
<td>150 hours, made up of: 72 contact hours 78 self-study hours</td>
<td>5 ECTS</td>
<td>2nd semester</td>
<td>Summer semester</td>
<td>1 semester</td>
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<tr>
<th>Module type:</th>
<th>Academic level:</th>
<th>Suitability of module:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compulsory module</td>
<td>Bachelor's degree</td>
<td>Recommended pre-requisite for Academic Reading &amp; Writing, Bachelor's Thesis; study programmes in the fields of business and economics</td>
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#### Learning outcomes:
Students will be able to interpret the content of long and complex technical texts and discussions in a practical business setting. Students will be able to communicate in such a way that they only rarely, or almost unnoticeably, have to search for the right words while doing so. They will acquire a proficiency in using language effectively and flexibly. They will have the ability to express themselves in a clear, structured and in-depth manner on complex issues, be able to represent points of view, develop alternatives and argue in a solution-oriented manner.

#### Module content:
- Professional correspondence in the form of emails, letters and memos
- Written applications and interviews in English-speaking countries
- Preparation, implementation and moderation/chairing as well as documentation of presentations and meetings with colleagues and/or superiors/line managers
- Preparation and implementation of conflict dialogue at the workplace
- Preparation and implementation of staff appraisals
- Preparation, execution and conclusion of sales negotiations and other contractual negotiations
- Discussion and evaluation of basic legal norms

#### Teaching and learning methods:
3 SWS seminar-type tuition
1 SWS practical tutorial

#### Module language:
English

#### Pre-requisites for studying this module:
- required: none
- recommended: Business English

#### Type of examination:
Written examination or oral interview

#### Assessment methods:
Graded

#### Requirements for awarding ECTS credits:
Student must pass module examination

#### Other remarks:
None