

COURSE DESCRIPTION CARD

Course name	Management of relationship based on trust				
Course type	optional	Course code	SDPB0071	ECTS credits	1
Forms and number of hours	lecture: 10 h	Scientific discipline	all		
Course objectives	The aim of the course is to provide knowledge in the field of managing relationships based on trust. During the lecture, the main problems related to building trust in internal and external relations of the company will be presented and the determinants of these processes will be identified.				
Course content	1. The concept of relationship management. 2. Types of relations in the organization. 3. The concept of trust. 4. Dimensions and types of trust in the organizational relationships with stakeholders. 5. Trust and distrust - mutual relations and coexistence. 6. Measurement of trust				
Teaching methods	Lecture enriched with discussion with the audience and case studies solved by the audience				
Assessment method	Lecture: Exam - test				
Symbol of learning outcome	Learning outcomes		Reference to the learning outcomes for the field of study for the 8 th level of Polish Qualification Framework (PRK)	Methods of assessing the learning outcomes	
LO1	knows and understands the essence of managing relationships based on trust		SD_W1	Exam	
LO2	knows and understands the dimensions and types of trust in organizational relationships and knows the methods of assessing the level of trust in these relationships		SD_W6; SD_W3	Exam	
LO3	can use knowledge to solve problems in the field of building trust in the organization		SD_U1	Exam, case study	
LO4	is ready to critically evaluate the knowledge		SD_K1	Discussion during lectures	

Student workload (in hours)	
Lecture	10
Consultations	1
The unassisted student work	10
Implementation of project tasks and preparation for and participation in exams/tests	5
Total	26
ECTS credits	1

Basic references	<ol style="list-style-type: none"> 1. A. Sankowska (2011) Wpływ zaufania na zarządzanie przedsiębiorstwem. Perspektywa wewnątrzorganizacyjna, Difin, Warszawa. 2. J. Paliszkievicz (2013), Zaufanie w zarządzaniu, PWN, Warszawa 3. M. Zieliński (2019), Zaufanie w relacjach business-to-business, Wydawnictwo Uniwersytetu Ekonomicznego w Poznaniu. 4. G. Dietz, M. Saunders, D. Skinner (2011) Organizational Trust: A Cultural Perspective, Cambridge University Press.
Supplementary references	<ol style="list-style-type: none"> 1. R. Bachmann, A. Zaheer (2013) Handbook of Advances in Trust Research, Edward Elgar Pub. 2. F. Lyon, G. Mollering, M.N.K. Saunders (2016), Handbook of research methods on trust, Edward Elgar Pub. 3. S. Jagd, L. Fuglsang (2016), Trust, organizations and social interaction, Edward Elgar Pub.
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