

Title of the Course		BUSINESS ETIQUETTE	
Amount in credit points/ECTS)	2/3,5	Volume (in hours)	40
Grounding	-		
Science Sector	Humanitarian and Art Sciences		
Science Subsector	Other Humanitarian and Art Sciences		
Summary of academic hours		Amount (academic hours)	
Distance learning		40	
Contact hours / video lessons		8	
Exercises, self – assessment questions and tests		14	
Individual work/ discussions in distance		16	
Exams/tests		2	
1. level professional study programme	Law		
Author(s) of the course	Mg.sc.soc. Lolita Kostjukova		
Lecturer(s) of the course	Mg.sc.soc. Lolita Kostjukova		
Goal of the course:	To provide students with theoretical knowledge about business etiquette as well as practical skills in communication with business partners.		
Requirements for obtaining credit points (structure of course evaluation):	<u>The final evaluation is calculated:</u> Moodle discussion/task – 50% Exam – 50% <i>For obtaining final evaluation, both activities should hold successful evaluation – not below 4 points.</i> <i>Final evaluation is the average grade in 10-point system, in proportion of percentage distributed amongst both activities</i>		
Study Results			
1. Knowledge: 1.1. the student defines the essence of business etiquette in communication with business partners; 1.2. the student describes verbal and non-verbal communication; 1.3. the student explains the basic principles of telephone conversations; 1.4. the student names the basic principles of business correspondence; 1.5. the student explains the basic principles of organizing business meetings; 1.6. the student describes business clothes; 1.7. the student explains the international business etiquette and the peculiarities of different cultures. 2. Skills: 2.1. the student gets acquainted in accordance with the norms of etiquette, distinguishes the peculiarities of non-verbal language, constructively forms a telephone conversation and prepares business documents, organizes business meetings, creates the appearance of a business person, applies different cultural differences in business etiquette. 3. Competence: 3.1. the student integrates knowledge and skills in professional and personal development, forms effective communication with colleagues from other cultures, gaining self-confidence, promoting their professional development and strengthening the competitiveness of the organization.			
Content of the Course			
For general use	Valid from 14.01.2020.	Version 2	page 1 from 4

No.	Subjects	Contact hours, video, audio lessons	Distance learning	Exercises, self-assessment questions and tests	Individual task – remote discussion. Description of the individual task is available in the E-studies.	Exams/tests
1.	Meaning of etiquette, its kinds and role in the society.	8	5	1	2	2
2.	Non-verbal communication and etiquette.		5	1	2	
3.	Verbal communication and etiquette.		5	2	2	
4.	Business telephone conversations.		5	2	2	
5.	Basics of business letters		5	2	2	
6.	Organising business meetings.		5	2	2	
7.	Business dress code.		5	2	2	
8.	International business etiquette and cultural differences.		5	2		
<b>TOTAL:</b>		8	40	14	16	2
<b>80</b>						

**Mastering the course and successfully passing examination, student is capable of** (*knowledge, skills and competencies*)

Study Results:	Evaluation Criteria		
	(40-69%)	(70-89%)	(90-100%)
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>to define basic terms of business etiquette;</li> <li>to name types of etiquette</li> </ul>	<ul style="list-style-type: none"> <li>understand the importance of business etiquette in society,</li> <li>able to name types of verbal and non-verbal communication,</li> <li>understands the basic principles of business</li> </ul>	<ul style="list-style-type: none"> <li>understand basic principles of business dress code;</li> <li>understand peculiarities of etiquette of different cultures</li> </ul>

		telephone conversations; • understands preparation of business documents	
<b>Skills</b>	• to justify the necessity of business etiquette in organisation and cross-cultural communication; • to compare different types of business etiquette	• to use the gained knowledge during the communication situations in an organisation and cross-cultural communication. • to develop ability to act according to professional ethics, • to use business etiquette in an organisation and cross-cultural communication.	• to discuss over the role of business etiquette in strengthening competitiveness
<b>Competences</b>	• to use different business communication types to reach certain goals	• to develop the competency of effective communication with co-workers and clients, as well as by representing their organisation in communication with other organisations and society	• to organise business meetings in an organisation, • to build self-confidence in business environment

**Acknowledgement of the obtained study results**

Study Results	1.1.	2.1.	3.1.
<b>Evaluation Method</b>			
Moodle discussions/tasks	X	X	X
Exam	X	X	X

**Core Literature**

1.	Fosters, D. (2005) Lietiska etikete Eiropa. Riga: Zvaigzne ABC. ISBN: 9789984369082
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For general use	Valid from 14.01.2020.	Version 2	page 3 from 4
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2.	Kincans, V. (2003) Etikete. Rīga: Biznesa partneri. ISBN: 9984961028
3.	Kestere, I. (2010) Lietiska etikete. Eiropas pieredze. Rīga: Zvaigzne ABC. ISBN: 9789934015373
4.	Latviesu valodas pareizrakstības vārdnīca (2007) Rīga: Eraksti. Available: in some computers at Latvijas Nacionālā bibliotēka
5.	Odina, A. (2011) Lietiskas un oficiālas uzvedības grāmata. Rīga: Apgads Zelta grauds. ISBN: 9984994581
6.	Odina, A. (2009) Lietiska etikete un protokols. Rīga. Zelta grauds. ISBN: 9789984994529
7.	Odina, A. (2011) Lietiskas un oficiālas uzvedības grāmata. Rīga: Apgads Zelta grauds. ISBN: 9984994581
8.	Strautmane, A. (2009) Etikete un protokols. Rīga: Jumava. ISBN: 9984387185
9.	Strautmane, A. (2007) Rokasgrāmata lietiskajā etiketē. Rīga: Jumava. ISBN: 9789984382760
10.	Vanderbīlta, E. (2012) Liela etiketes grāmata. Rīga: Jumava. ISBN: 9789934112195

## Additional Literature

1.	Janitena, Z. (2017). Ievads dokumentu pārvaldībā. Rīga: Lietiskas informācijas dienests. ISBN: 9789984896014
2.	Kramins E., (2016) Retorikas rokasgrāmata. Rīga: Turība. ISBN: 9789934543043
3.	Rosa, Dz. (2008) Spoza darba intervija. Rīga: Zvaigzne ABC. ISBN: 9789984404943
4.	Mouls, Dž. (2003) Biznesa kultūra un etikete Eiropas valstīs. Rīga: Jana Rozes apgads. ISBN: 9789984230641
5.	Arntzen, M.G.(2015) Dress Code: The Naked Truth About Fashion. Reaktion Books. ISBN: 9781780234397
6.	Smita, Dž. R.R. (2009) Vienmēr perfekts: moderna vīrišķā elegances un sarma noslēpumi. Rīga: Zvaigzne ABC. ISBN: 9789934007941
7.	Valsts valodas centrs. Web-site: <a href="http://vvc.gov.lv">http://vvc.gov.lv</a>

## Recommended Periodicals and Other Sources

1.	Jansons, E., Berzina, L. (26.04.2016.) Skaitļa vārdu pareizrakstība latviesu valodā. Latvijas radio 1 [Audio] Available: <a href="http://lr1.lsm.lv/lv/raksts/ka-labak-dziivot/skaitla-vardu-pareizrakstiba-latviesu-valoda.a67352/">http://lr1.lsm.lv/lv/raksts/ka-labak-dziivot/skaitla-vardu-pareizrakstiba-latviesu-valoda.a67352/</a>
2.	Laikraksts "Dienas Bizness"
3.	Lapina, K., Berzina, L. (09.03.2017.) Lietiska etikete oficiālās pieņemšanas un ikdienā. Latvijas radio 1 [Audio] Available: <a href="http://lr1.lsm.lv/lv/raksts/ka-labak-dziivot/lietiska-etikete-ikdiena-un-oficialas-pienemsanas.a82923/">http://lr1.lsm.lv/lv/raksts/ka-labak-dziivot/lietiska-etikete-ikdiena-un-oficialas-pienemsanas.a82923/</a>
4.	Latviesu valodas aģentūras. Valoda un konsultācijas. Available: <a href="https://www.valodaskonsultacijas.lv">https://www.valodaskonsultacijas.lv</a>
5.	Letonika.lv celvedis Latvijas kultūra, vesture, valoda, daba un literatūra. Available: <a href="https://www.letonika.lv">https://www.letonika.lv</a>
6.	Valsts valoda. Normatīvie akti. Available: <a href="http://www.vvk.lv/?sadala=4">http://www.vvk.lv/?sadala=4</a>