

Документ подписан простой электронной подписью

(ЭЛЕКТРОННЫЙ ДОКУМЕНТ)

Информация о владельце:

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Abstract of Discipline

Наименование дисциплины:	Professional ethics and etiquette in International Tourism
Содержание	The concept of ethics as a science. Basic ethical teachings. Morality as a subject of ethics. The content of professional ethics. Moral aspects of personality and professional activity. Ethics of professional communication. Official etiquette. Basic elements of business etiquette. The relationship of ethics and etiquette. Norms of speech etiquette. Ethics of a specialist in the field of tourism. Specifics of the organization of oral forms of business communication. The problem of ethical relations in the team. Corporate culture. Management ethics. Ethics of partnership in the field of tourism. Etiquette as a social phenomenon. Features of business etiquette. Ethics and etiquette of the business man.
Реализуемые компетенции	UC-5 is able to perceive the intercultural diversity of society in socio-historical, ethical and philosophical contexts; PC-1 is able to organize the work of performers, make decisions about the organization of tourist activities; PC-9 is able to carry out internal and external professional communications
Результаты освоения дисциплины (модуля)	Competence code UC-5 To know: - basic concepts of professional ethics and etiquette; - fundamentals of management ethics; - rules of conduct in the field of business. To be able: - work in a team; - apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards; - work in a team, lead people and obey. To master: - ethics and business etiquette in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and clients; - high motivation for professional activity in the tourism industry. Competence code PC-1 To know: - specifics of professional ethics and etiquette; - features of management ethics; - rules of conduct in the field of business and business etiquette. To be able: - use creativity; - organize the work of performers; - apply the rules of business etiquette. To master: - skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette; - leadership style. Competence code PC-9 To know: - forms of effective communication in the professional sphere;

	<ul style="list-style-type: none"> - methods of establishing professional communications in oral and written forms; - systems of internal and external professional communications. <p>To be able:</p> <ul style="list-style-type: none"> - analyze communication processes in the organization and develop proposals to improve their effectiveness; - identify factors that impede business interaction in the process of communication and adequately overcome them; - to use psychological methods of influence on partners in communication with the purpose of their arrangement to itself for ensuring fruitful cooperation. <p>To master:</p> <ul style="list-style-type: none"> - business communication skills; - methods of constructive conflict management; - methods of establishing effective internal and external communications in the field of professional relations.
Трудоемкость, з.е.	4 c.u.
Форма отчетности	Exam - 3 semester
The list of basic and additional literature necessary for the development of the discipline	
Основная литература	1. Vigovskaya M. E. Professional ethics and etiquette [Electronic resource]: textbook for bachelors / M. E. Vigovskaya. — Electron. text data. - M.: Dashkov and K, AI PI er Media, 2017. - 144 c — - 978-5-394-02409-2. — Mode of access: http://www.iprbookshop.ru/57115.html
Дополнительная литература	1. Valeeva E. O. Ethics and culture of management in social and cultural service and tourism [Electronic resource] / E. O. Valeeva. — Electron. text data. - Saratov: AI PI Er Media, 2015. - 142 c. - 978-5-905916-89-2. — Mode of access: http://www.iprbookshop.ru/31938.html 2. Denisov A. A. Professional ethics and etiquette [Electronic resource]: textbook / Denisov A. A.-Electron. text data.- Omsk: Omsk state Institute of service, 2014.- 210 c. - access Mode: http://www.iprbookshop.ru/32795-ABS "IPRbooks", by password 3. Kozlovskaya T. N. Professional ethics [Electronic resource]: educational and methodical manual / Kozlovskaya T. N., Epanchintseva G. A., Zubova L. V.-Electron. text data.- Orenburg: Orenburg state University, EBS DIA, 2015.— 218 c. - access Mode: http://www.iprbookshop.ru/54147-ABS "IPRbooks", by password