**Програмові вимоги з дисципліни**

English in public management

1. Public administration meaning and definition
2. The differences between Public Administration, Public Management and Public governance
3. Historical types of public administration.
4. Public administrators.
5. Macro-administration and micro-administration.
6. Features of new public management
7. History of this phenomena. Its implication in Ukraine
8. Reasons and implications of corruption
9. Physical environment, working hours, managers, meetings, annual leave, physical environment, business travel, etc.
10. The organizational structure, roles and responsibilities, and employment.
11. Counselling skills and counselling language to discuss problems
12. The use of call centers by a wide range of companies and the global impact on employment practices
13. The describing problems and dealing with customer service
14. Appropriate language and intonation for a telephone helpline conversation, and focuses on explaining problems, diagnosing causes, giving instructions, and promising help.
15. Aspects of formal and informal style in different kinds of business correspondence
16. Main features of civil service
17. Customer service and civil service
18. The packaging of products from the point of view of manufacturer and consumer
19. Describing products and outlining their main features in a product presentation
20. How to organize and deliver an effective product presentation.
21. The features and benefits of consumer products
22. Know what motivates individuals in their choice of career and how to make more successful career decisions.
23. Corporate social responsibility and examines the approach taken by one multinational in particular.
24. Know appropriate language and behaviour at meetings and be able to discuss issues of ethical behaviour.
25. Be able to practice in using the appropriate grammar and vocabulary for writing reports and minutes of a meeting.
26. Know the definition of company missions
27. Analyze mission statement
28. The types and structure of a mission
29. The differences about public and private sector organizations
30. The functions and qualities of leaders and managers.
31. Functions and features of business meetings
32. Workplace atmosphere
33. Stress at work.
34. Different types of employment
35. Competition vs Collaboration