

Subject card

Subject name and code	Working with difficult clients, PG_00185369						
Field of study	Pedagogy						
Date of commencement of studies	October 2026		Academic year of realisation of subject			2027/2028	
Education level	Bachelor's studies		Subject group			Obligatory subject group in the field of study Optional subject group Subject group related to scientific research in the field of study	
Mode of study	full-time studies		Mode of delivery			at the university	
Year of study	2		Language of instruction			Polish	
Semester of study	4		ECTS credits			4.0	
Learning profile	academic		Assessment form			credit	
Conducting unit							
Name and surname of lecturer (lecturers)	Subject supervisor		dr Wiesław Nynca				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	30.0	0.0	0.0	0.0	0.0	30
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	30		0.0		70.0	100
Subject objectives	nie dotyczy						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[PEDL3_U24] Graduates are able to apply basic psychological knowledge and advanced pedagogical knowledge, and collect data for analysing behaviours, processes and phenomena in the field of education	Graduates are able to analyse and apply psycho-pedagogical diagnosis in social rehabilitation; analyse the diagnosis of deficits and potential; present and analyse diagnostic models; apply the diagnosis of sources of social maladjustment; analyse and apply the diagnosis of socially maladjusted and at-risk individuals; analyse and interpret criminological diagnosis	[SU4] test/exam - oral or written
	[PEDL3_K03] In terms of competence, graduates are prepared to communicate with people from different backgrounds and with different emotional states, resolve conflicts through dialogue, and create a positive atmosphere for communication in and outside the classroom	The graduate is ready to use the acquired knowledge to analyse pedagogical events	[SK4] test/exam - oral or written
	[PEDL3_K02] In terms of competences, graduates are ready to build relationships based on mutual trust between all parties involved in the education and training process, including parents or guardians of students, and to involve them in activities that promote educational effectiveness	The graduate is ready to reflect on their professional development	[SK4] test/exam - oral or written
Subject contents	nie dotyczy		
Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
		51.0%	100.0%
Recommended reading	Basic literature	nie dotyczy	
	Supplementary literature	nie dotyczy	
	eResources addresses		
Example issues/ example questions/ tasks being completed	nie dotyczy		
Work placement	Not applicable		

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