



Okruhy z anglického jazyka

Vzdělávací program
Zaměření

**72-41-N/01 INFORMAČNÍ MANAGEMENT
SLUŽBY KNIHOVEN**

1. Looking for a Job

- job advertisement – criteria when looking for a job
- jobs suitable for your specialization, required skills and qualifications
- current situation in the labour market in the Czech Republic
- job application, CV (its aim, content, layout, supplements), job interview
- getting a job at home and abroad (pros and cons)

2. Communication

- definition, levels and means of communication, successful passing information / what helps us (interpersonal, mass, non-/verbal communication)
- problems of communication: Can we communicate with each other? Is it worth being good at communication and what does it mean to be good at it? Can we learn it? How? Why?
- customer care in libraries, professional communication with customers

3. Marketing

- marketing – characteristics, goals
- marketing mix, running a successful advertising campaign
- sales promotion, target audience – explain
- the influence of advertising on people

4. Medicine

- holistic and symptomatic approach in medicine
- health service in the Czech Republic
- health insurance in the Czech Republic
- first aid (including my own experience)

5. The Environment

- Why has the problem of the environment become so important?
- sorts of environmental problems and ways of their solution
- the biggest cities of the world – their situation and problems
- my personal contribution to protecting the environment

6. Culture

- What is culture? Cultural differences – examples, culture shock.
- Is learning about other cultures important?
- company culture – its characteristic features
- ways of creating company image and relationship with a customer
- influence of company culture on recruitment and welfare of employees

7. Travel and Transport

- “Travel broadens our mind” – Is it worth going abroad?
- different reasons for travelling
- impact of tourism and its phenomena
- travel and transport in the 21st century

8. Education

- role of education (the Czech educational system) and training in a career pursuit
- self-development and postgraduate education, internship,
- re-qualification, e-learning
- foreign language studies, possibilities, ways and methods of learning foreign languages
- the role of libraries in education process

9. Information and Technology, Computers and their Role in our Lives

- computers – their impact on our private and professional lives (pros and cons)
- the advantages of connection to the net (LAN, WAN)
- science and technology development, important inventions
- information systems, data processing, creating databases
- hardware, software
- impact of information technologies on libraries, digital libraries

10. The Internet

- the World Wide Web - its characteristics and history
- its use (positives and negatives), search tools, services
- censorship – yes or no?
- impact of the Internet on libraries

11. Commerce

- history of trade, commodities
- shopping, consumption-oriented society (shopping addiction, shopping habits)
- wholesale, retail, direct sale, multi-level marketing, chain store, e-commerce
- financial services and possibilities of saving
- investing and borrowing money in the Czech Republic (including own experience and plans for the future)
- being a part of the EU

12. Relationships

- family relationships, role of family, dating, marriage, parenting
- relationships at work
- socializing and important events in personal life
- working relationships, visitor-librarian relationships, customer care

13. Crime and Society

- sorts of crimes – characteristics
- protection against them, punishment, prevention
- death penalty – yes or no?
- What role can libraries play in prevention of crime?

14. Management

- different management styles, characteristics of a great manager
- time management, stress management
- company structure
- corporate culture (dress code, etc.)

15. Our Lifestyle

- the present lifestyle – What is it like?
- body and health
- the pressure – its causes and results, prevention (stress management)
- sports and pastimes – their role in our lives
- role of a book / reading in our lifestyle today

16. The Press and Media

- the social media language in the world
- sorts of media and their place in our everyday life, impact of media
- the press – famous newspapers, magazines and differences among them (design, contents, lay-out)
- favourite literary genre, author, etc.

17. Libraries - Places of Meeting People

- brief history of libraries and writing, storing information, turning points in the history of libraries since the ancient times
- general description, layout and its objectives
- who used to come and who comes to the library
- library as a cultural institution (national identity and memory)

18. Libraries - Information Services

- objectives and sorts of information services
- categorization of services and users (different services for students, adults, experts, children etc.)
- information literacy (where and how to obtain information)

19. Librarian as a Profession

- characteristics of a good librarian, his / her duties (making catalogues, acquisition, etc.)
- required education (general and specialized)
- library associations

20. Information Technology Impact on Librarian Work and Profession

- computerization in libraries, global access to information – Internet changes in our libraries since 1989
- work with information - the right for obtaining the information