



Subject card

Subject name and code	TRUST MANAGEMENT , PG_00071725						
Field of study	Management						
Date of commencement of studies	October 2026	Academic year of realisation of subject				2028/2029	
Education level	first-cycle studies	Subject group				Obligatory subject group in the field of study 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	3	Language of instruction				English	
Semester of study	6	ECTS credits				3.0	
Learning profile	general academic profile	Assessment form				assessment	
Conducting unit	Department of Management -> Faculty of Management and Economics -> Faculties of Gdańsk University of Technology						
Name and surname of lecturer (lecturers)	Subject supervisor	dr hab. inż. Małgorzata Zięba					
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	15.0	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		3.0		42.0	75
Subject objectives	The aim of the course is to prepare students to analyse, evaluate, and design trust-based solutions for complex managerial problems by applying knowledge of trust theories, information evaluation methods, and decision-making frameworks, while developing attitudes related to critical thinking, intellectual openness, and responsible collaboration in contemporary organisational and business environments.						
Learning outcomes	Course outcome		Subject outcome			Method of verification	
	[K6_K03] is prepared to critically assess the knowledge they possess, which is necessary for solving cognitive and practical problems, and to supplement any gaps with opinions from external experts.		The student is ready to critically evaluate their own knowledge concerning trust management, seek expert perspectives, and actively participate in individual and team-based reflection aimed at improving managerial decisions and organisational relationships.			[SK1] Assessment of group work skills [SK5] Assessment of ability to solve problems that arise in practice	
	[K6_U04] develops logical solutions to complex or unstructured problems, even under conditions of uncertainty.		The student is able to analyse complex trust-related managerial problems, diagnose sources of trust and distrust, and design evidence-based solutions using analytical frameworks and decision-making tools under conditions of uncertainty.			[SU1] Assessment of task fulfilment [SU5] Assessment of ability to present the results of task	
	[K6_W06] understands and applies methods for classifying and evaluating acquired information based on advanced general and specialized knowledge, with consideration of their application in various types of professional activities.		The student knows and understands methods for identifying, classifying, and critically evaluating trust-related information, trust determinants, and trust-building mechanisms in organisational, market, and digital environments.			[SW1] Assessment of factual knowledge	

Subject contents	Course content – lecture			
	<ul style="list-style-type: none"> • Foundations of Trust Management • Theories and Models of Trust • Trust in Decision-Making and Risk Management • Trust in Organizations and Leadership • Trust in Digital and Sustainable Business Environments 			
	Course content – exercises			
	<ul style="list-style-type: none"> • Diagnosing Trust in Organizations • Identifying Sources of Trust and Distrust • Trust-Based Problem Solving • Trust Communication and Conflict Resolution • Team Project: Designing a Trust Strategy 			
Prerequisites and co-requisites				
Assessment methods and criteria		Subject passing criteria	Passing threshold	Percentage of the final grade
		Team project	60.0%	40.0%
		Presentation	60.0%	20.0%
		Test	60.0%	40.0%
Recommended reading	Basic literature	Reina, D. S., & Reine, M. L. (2009). <i>Trust and betrayal in the workplace: Building effective relationships in your organization</i> . ReadHowYouWant. com.		
		Covey, S. M., & Merrill, R. R. (2006). <i>The speed of trust: The one thing that changes everything</i> . Simon and schuster.		
	Supplementary literature	Saks, M. (Ed.). (2022). <i>Responsible leadership: Essential to the achievement of the un sustainable development goals</i> . Taylor & Francis.		
	eResources addresses			
Example issues/ example questions/ tasks being completed	<ul style="list-style-type: none"> • Analysis of trust as a strategic resource in contemporary organizations • Identification of factors influencing trust building and trust erosion in business relationships • Evaluation of leadership behaviors supporting trust development in teams and organizations • Analysis of trust-related challenges in remote, hybrid, and multicultural work environments • Assessment of trust in stakeholder relationships, including customers, employees, investors, and society 			
Practical activities within the subject	Not applicable			

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