

STUDY MODULE DESCRIPTION FORM		
Name of the module/subject Barriers in the communication process		Code 1011105211011108871
Field of study Engineering Management - Part-time studies -	Profile of study (general academic, practical) (brak)	Year /Semester 1 / 1
Elective path/specialty Communication Management in	Subject offered in: Polish	Course (compulsory, elective) elective
Cycle of study: Second-cycle studies	Form of study (full-time, part-time) part-time	
No. of hours Lecture: 14 Classes: - Laboratory: - Project/seminars: -		No. of credits 3
Status of the course in the study program (Basic, major, other) (brak)		(university-wide, from another field) (brak)
Education areas and fields of science and art technical sciences Technical sciences		ECTS distribution (number and %) 3 100% 3 100%
Responsible for subject / lecturer: dr inż. Małgorzata Spychała email: malgorzata.spychala@put.poznan.pl tel. 61 665 34 15 Faculty of Engineering Management ul. Strzelecka 11 60-965 Poznań		Responsible for subject / lecturer: dr inż. Małgorzata Spychała email: malgorzata.spychala@put.poznan.pl tel. 61 665 34 15 Faculty of Engineering Management ul. Strzelecka 11 60-965 Poznań
Prerequisites in terms of knowledge, skills and social competencies:		
1	Knowledge	The student knows basic concepts related with the social groups, knows interpersonal rules.
2	Skills	The student has skills of noticing, associating and interpreting occurrences in social groups.
3	Social competencies	The student is aware of the meaning of the social communication in the professional and private life.
Assumptions and objectives of the course: Developing by students social abilities, i.e. identifying communication barriers and improving communication process by avoiding these barriers.		
Study outcomes and reference to the educational results for a field of study		
Knowledge:		
1. The student has knowledge about communication barriers. - [K1A_W06]		
2. He knows methods of solving social conflicts. - [K1A_W06; K1A_W08]		
3. He has knowledge about factors influencing on communication process. - [K1A_W15]		
Skills:		
1. He is able to analyze and to assess barriers communication. - [K1A_U01; K1A_U02]		
2. He uses the acquired knowledge to solve social conflicts in team. - [K1A_U03, K1A_U05; K1A_U08]		
3. He can identify factors influencing on communication process. - [K1A_U09; K1A_U10]		
Social competencies:		
1. He is able to act according to social rules in the given group. - [K1A_K01]		
2. He is able to recognize and to solve social conflicts in teams. - [K1A_K04]		
3. He is able to analyse independently social situations and to develop the knowledge concerning the social communication. - [K1A_K06]		
Assessment methods of study outcomes		
Discussions; written test		

Course description		
<p>1. Introduction to the process communication - Model of the process of communication. Elements of the process of communication. Understanding linguistic announcements. Communications functions.</p> <p>2. Analysis of factors influencing on communication process.</p> <p>3. Communication barriers - technical, organization, interpersonal.</p> <p>4. The manipulation as the special case of the social communication.</p> <p>5. Improving the communication process by avoiding communication barriers.</p>		
Basic bibliography:		
<p>1. Morreale S.P., Spitzberg B.H., Barge J.K., Komunikacja między ludźmi, PWN, 2007</p> <p>2. 2. Nęcki Z. ?Komunikacja międzyludzka? Kraków 1996</p> <p>3. 3. Stankiewicz J., Komunikowanie się organizacji, Wrocław, 1999</p>		
Additional bibliography:		
<p>1. 1. Jabłonowska, L., Wachowiak, P., Winch, S., ?Prezentacja profesjonalna. Teoria i praktyka?, Difin, Warszawa, 2008</p> <p>2. 2. Mruk H. ?Komunikowanie się w biznesie? Poznań 2002,</p> <p>3. 3. Robbins S., Zachowania w organizacji, PWE, Warszawa, 1998</p>		
Result of average student's workload		
Activity	Time (working hours)	
1. Lectures	30	
Student's workload		
Source of workload	hours	ECTS
Total workload	14	3
Contact hours	14	2
Practical activities	4	1