



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal Communication

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### Course

Field of study

Logistics

Area of study (specialization)

Level of study

First-cycle studies

Form of study

full-time

Year/Semester

3/6

Profile of study

general academic

Course offered in

Polish

Requirements

elective

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### Number of hours

Lecture

15

Tutorials

15

Laboratory classes

Projects/seminars

Other (e.g. online)

### Number of credit points

3

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### Lecturers

Responsible for the course/lecturer:

Ph.D., Oksana Erdeli-Klyap

Mail to: oksana.erdeli-klyap@put.poznan.pl

Phone: 61 665 33 99

Faculty of Engineering Management

ul. J. Rychlewskiego 2, 60-965 Poznań

Responsible for the course/lecturer:

Ph.D., Agata Branowska

Mail to: agata.branowska@put.poznan.pl

Phone: 61 665 33 99

Faculty of Engineering Management

ul. J. Rychlewskiego 2, 60-965 Poznań

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### Prerequisites

No prerequisites



### Course objective

The aim of the course is to familiarize students with the basic concepts and issues related to interpersonal communication in professional, private and social life. The aim of the course is to learn about barriers affecting the efficiency of communication and tools to overcome them, as well as the factors determining the effectiveness of communication.

### Course-related learning outcomes

#### Knowledge

knows the basic issues in the area of interpersonal communication [P6S\_WG\_08]

knows the basic issues in the area of verbal and non-verbal communication [P6S\_WG\_08]

#### Skills

is able to recognize in engineering tasks non-technical aspects as well as socio-technical, organizational and economic aspects [P6S\_UW\_04]

#### Social competences

is aware of the need of cooperation and teamwork when solving problems [P6S\_KR\_02]

is aware of the need of initiating activities related to the formulation and transfer of information and cooperation in society in the field of logistics [P6S\_KO\_02]

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

#### Lecture:

The knowledge acquired during the lecture (formative assessment) is verified by the completion of tasks placed on the eKursy platform. Final test (summary assessment) carried out online

#### Tutorials:

- a. forming assessment: presentation, thematic studies, activity
- b. summative assessment: the average of the forming grades

### Programme content

The genesis of communication. Communication modalities. Message receiving channels. Forms of communication. Communication levels. Types of communication. Kinds of communication.

Interpersonal communication. Subject of interpersonal communication. Models of interpersonal communication. Direct interpersonal communication and network interpersonal communication.

The role of listening in communication. Barriers in interpersonal communication. Communication techniques. Styles of interpersonal communication



The concept of the image. Image components. Methods of image communication analysis

Communication culture: ethics and communication etiquette. Communication competence. Model of communication competence Public speaking.

Structure and principles of conducting presentations. Features of a professional presentation. Auditorium analysis. Construction of sentences. Nonverbal behavior during presentations.

### Teaching methods

lecture:

lecture problematic, informative or conversational; elements of activating methods: case study, business stories; exposing method: presentation

Tutorials:

Lectures, role playing, games, brainstorming, case study

### Bibliography

Basic

Model of Academic Teachers Communication Competencies Management Małgorzata Spychała, Emmanuel Said, Agata Branowska // Innovations in Industrial Engineering, Vol. 1/ José Machado, Filomena Soares, Justyna Trojanowska, Vitalii Ivanov, Springer, Cham 2021, s. 160 – 173.

Erdeli, O., Stereotypy w komunikacji międzykulturowej biznesowej (na przykładzie polsko-ukraińskich stosunków biznesowych), Poznań , Wydawnictwo Politechniki Poznańskiej, 2020

Evaluation of future entrepreneur's social competencies - comparison of competence levels of students at Poznan University of Technology and Lodz University of Technology / Agata Branowska (WIZ) // W: Business and non-profit organizations facing increased competition and growing customers' demands. Vol. 16 / red. Adam Nalepka, Anna Ujwary-Gil - Nowy Sącz, Polska Nowy Targ, Polska : Wyższa Szkoła Biznesu - National-Loius University ; Foundation for the Dissemination of Knowledge and Science " Cognitione", 2017 - s. 335-348

Morreale S.P. , Spitzberg B.H. , BargeJ.K., Komunikacja między ludźmi, Warszawa, 2007

Stewart J., Podręcznik komunikacji interpersonalnej, Warszawa, 2003.

Nęcki Z., Komunikacja interpersonalna, Wrocław, 2002.

Additional

Erdeli, O. (red.), Model zarządzania siecią edukacyjną. Przykład inicjatywy // <http://inw-spatium.pl/wp-content/uploads/2020/07/Model-zarzadzania-SE.pdf>

Managers' competencies in the area of entrepreneurship / Małgorzata Spychała (WIZ), Agata Branowska (WIZ) // Zeszyty Naukowe Politechniki Poznańskiej. Organizacja i Zarządzanie - 2016, nr 68, s. 191-20.



Jabłonowska, L., Wachowiak, P., Winch, S., Prezentacja profesjonalna. Teoria i praktyka, Difin, Warszawa, 2008

Gronbeck B., German K., Ehninger D., Zasady komunikacji werbalnej, Poznań, 2001.

Jabłonowska, L., Wachowiak, P., Winch, S., Prezentacja profesjonalna. Teoria i praktyka, Difin, Warszawa, 2008

### Breakdown of average student's workload

	Hours	ECTS
Total workload	75	3,0
Classes requiring direct contact with the teacher	30	1,0
Student's own work literature studies preparation for presentation, preparation for tests <sup>1</sup>	45	2,0

<sup>1</sup> delete or add other activities as appropriate