



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal Communication

### Course

Field of study

Mechatronics

Area of study (specialization)

-

Level of study

First-cycle studies

Form of study

part-time

Year/Semester

1/2

Profile of study

general academic

Course offered in

Polish

Requirements

elective

### Number of hours

Lecture

16

Laboratory classes

0

Other (e.g. online)

0

Tutorials

0

Projects/seminars

0

### Number of credit points

2

### Lecturers

Responsible for the course/lecturer:

dr inż. Małgorzata Spychała

Responsible for the course/lecturer:

email: malgorzata.spychala@put.poznan.pl

Faculty of Engineering Management

Division of Marketing and Organization

Development

### Prerequisites

Knowledge: The student knows basic concepts related with issue of interpersonal communication, knows interpersonal rules.



**Skills:** The student has skills of noticing, associating and interpreting occurrences in process of communication.

**Social competencies:** The student is aware of the meaning of the interpersonal communication in the professional and private life.

### Course objective

Developing by students interpersonal abilities, i.e. the teamwork, effective negotiations, presentations, active listening.

### Course-related learning outcomes

Knowledge

1. The student knows interpersonal rules.
2. He has knowledge about preparation of the presentation (verbal and nonverbal communication).
3. Student knows barriers of communication.

Skills

1. The student is able to apply rules of interpersonal professional and private life.
2. The student is able to analyze communication process and recognize communication barriers.
3. The student is able to listen actively.
4. The student is able to prepare the documentation and public speech.

Social competences

1. Students can work in team.
2. He is able to analyse independently social situations and to develop the knowledge concerning the social communication.

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

written test - 12 questions,

> 50 % - ndst

≤ 50%; 60% ≥- dst.,

< 60%; 70%> dst plus,

≤70%, 85%> db,

≤85%, 91≥ db plus,

≤92%, 100%≥ bdb.



Discussions;

- work in groups, observation of students in class,

### Programme content

1. Process communication in everyday life and work. - Interpersonal communication, social communication, mass communication.
2. Characteristics of the interpersonal communication process. - The essence of communication. The model of communication process. The elements of the communication process. Different levels of communication.
3. Characteristics of communication. Communication functions.
4. The rules of interpersonal skills.
5. Types of interpersonal communication: verbal and non-verbal communication (oral and written). Features of non-verbal and verbal communication.
6. Methods of information communicating.
7. Methods of on persuasive communication. Types of persuasion. Rules of influence on people.
8. Communication barriers: technical, organizational and social.
9. Communication competencies and their impact on interpersonal relationships:
  - a) active listening and responding - obstacles to active listening; methods of improving the skills of active listening and responding
  - b) the effective using of words - Understanding linguistic announcements, preparing reports errors when writing reports;
  - c) Public Speaking - The role and the specificity of public expression. Preparing the presentation. The structure and principles the presentation. Features of the professional presentation. Analysis of the audience. Structure of sentences. Non-verbal behaviours during the presentation
10. Improving communication skills
11. Manipulation as a special case of the interpersonal communication.

### Teaching methods

problem lecture / lecture with multimedia presentation, discussion, case studies, group work, role playing

### Bibliography



Basic

1. S.P. Morreale, B.H. Spitzberg, J.K. Barge, Komunikacja między ludźmi. Motywacja, wiedza i umiejętności, Wydawnictwo Naukowe PWN, Warszawa 2008
2. Gronbeck B., German K., Ehninger D., Zasady komunikacji werbalnej, Poznań, 2001
3. Nęcki Z., Komunikacja interpersonalna, Wrocław, 2002
4. Stewart J., Podręcznik komunikacji interpersonalnej, Warszawa, 2003

Additional

1. M. Rosenberg, Porozumienie bez przemocy. O języku serca, Wyd. J. Santorski & Co, Warszawa 2003
2. E. Berne, W co grają ludzie, Warszawa, PWN 1994
3. Jabłonowska, L., Wachowiak, P., Winch, S., Prezentacja profesjonalna. Teoria i praktyka, Difin, Warszawa, 2008

**Breakdown of average student's workload**

	Hours	ECTS
Total workload	50	2,0
Classes requiring direct contact with the teacher	25	1,0
Student's own work (literature studies, preparation for laboratory classes/tutorials, preparation for tests/exam, project preparation) <sup>1</sup>	25	1,0

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