POZNAN UNIVERSITY OF TECHNOLOGY

EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM (ECTS)
pl. M. Skłodowskiej-Curie 5, 60-965 Poznań

COURSE DESCRIPTION CARD - SYLLABUS

Course name
Interpersonal Communication

Course

Field of study	Year/Semester
Computing	2/4
Area of study (specialization)	Profile of study
Information Technology in Business Processes	general academic
Level of study	Course offered in
Second-cycle studies	Polish
Form of study	Requirements
part-time	elective

Number of hours

Lecture	Laboratory classes	Other (e.g. online)
16		
Tutorials	Projects/seminars	
12		

Number of credit points
3

Lecturers

Responsible for the course/lecturer:

dr inż. Rafał Klaus
email: rafal.klaus@cs.put.poznan.pl
tel. 616652574
Wydział Informatyki
ul. Piotrowo 2 60-965 Poznań

Responsible for the course/lecturer:

Prerequisites

Learning objectives of the first cycle studies defined in the resolution of the PUT Academic Senate, that are verified in the admission process to the second cycle studies. S/he should have the ability to solve basic problems concerning interpersonal communication. Moreover s/he should understand the necessity to extend her/his competences. In addition, in respect to the social skills, the

POZNAN UNIVERSITY OF TECHNOLOGY

EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM (ECTS)

pl. M. Skłodowskiej-Curie 5, 60-965 Poznań

student should show such attitudes as individual and teamwork, ability to use different sources of information.

Course objective

1. Provide students with basic knowledge regarding Interpersonal Communication.
2. Provide students with contemporary problems of Interpersonal Communication.
3. Develop students' skills in solving problems and communicating in groups.

Course-related learning outcomes

Knowledge

1. has detailed knowledge in Interpersonal Communication
2. knows basic definitions and theories of Interpersonal Communication
3. understands the complexity of communication in teams, groups Turing meetings and negotiations

Skills

1. is able to communicate in mother tongue using different techniques in professional environment
2. is able to recognize elements of Interpersonal Communication
3. is able to prepare and give an oral presentation in mother tongue with all elements of positive presentation
4. is able to work in a team, taking on different roles

Social competences

1. is able to collaborate and cooperate in a team performing different roles,
2. is able to extend her/his life-long learning knowledge based on practical knowledge and professional literature
3. is able to communicate effectively in different environments both in written and oral forms

Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Formative assessment:

a) tutorials :

- Progress of tasks realization,

Summative assessment:

b) verification of assumed learning objectives related to tutorials

- Constant assessment during tutorials of oral tasks;
- Ability of teamwork;
- Project realization

Programme content

Basic communication models cnd concepts. Communication channels. Effective listening in business context. Teamwork, socializing and networking. Registers of language, linguistic ambiguity and misunderstanding. Barriers to cross-cultural communication. Conflict: nature, aims and styles of resolving conflict. Non-verbal communication: kinesics, proxemics, haptics, oculesics, chronemics,

POZNAN UNIVERSITY OF TECHNOLOGY

EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM (ECTS)

pl. M. Skłodowskiej-Curie 5, 60-965 Poznań

paralinguistics. Job interview: talking about your own strengths and weaknesses. Assertiveness. Giving and receiving feedback. Emotions in human communication: I-messages.

Teaching methods

Tutorials: solving tasks, practical exercises, discussion, teamwork, multimedia showcase, workshops, team-building games, case studies

Bibliography

Basic

1. Klaus R. i in., Przewodnik dla mentorów, MicroMax, Gorzów Wlkp. 2012
2. Baney J., Komunikacja interpersonalna, Wolters Kluwer, W-wa, 2009
3. Nęcki Zb., Komunikacja międzyludzka, Antykwa, W-wa, 2000
4. Thomas P., Sposoby komunikacji interpersonalnej, Zysk i S-ka, W-wa, 1998

Additional

1. Golemann D., Inteligencja emocjonalna, Media Rodzina, Poznań, 1997
2. Morreale S.P., Spitzberg B.H., Barge J.K. Komunikacja między ludźmi, PWN, 2008
3. McKay M., Davis M., Fanning P., Sztuka skutecznego porozumiewania się, GWP, 2010
4. Witkowski T., Psychomanipulacje, Biblioteka Moderatora, Warszawa 2000
5. Cialdini R., Wywieranie wpływu na ludzi, GWP, 2010
6. Klaus R., Dyks M.: Rozwiązania e-edukacji w zarządzaniu kapitałem ludzkim, Komputerowo Zintegrowane Zarządzanie R. Knosala (pod red.), Oficyna Wydawnicza PTZP, Opole 2010, ISBN 978-83-923797-9-9
7. Klaus R., Nowak A.; ? Zarządzanie wiedzą w organizacji z wykorzystaniem narzędzi IT?, Komputerowo Zintegrowane Zarządzanie R. Knosala (pod red.), Oficyna Wydawnicza PTZP, Opole 2013, ISBN 978-83-930399-5-1
8. Klaus R., Pecelerowicz M.; ? System wspomagania zarządzania kompetencjami w modelu SaaS?, Innowacje w Zarządzaniu i Inżynierii Produkcji R. Knosala (pod red.), Oficyna Wydawnicza PTZP, Opole 2014, ISBN 978-83-930399-6-8
9. DeVito, J.A. 2015. Human Communication. Boston: Pearson
10. Morreale, S.P., B.H. Spitzberg and J.K. Barge, 2007. Human Communication: Motivation, Knowledge &Skills. Belmont: Wadsworth.
11. Liliana Szczuka-Dorna, Elżbieta Vendome., 2017. Introduction to Interpersonal Communication,Poznań: Publishing House of PUT.
12. Gallo, C. 2014. Talk like TED. The 9 public-speaking secrets. New York: St. Martin's Griffin.
13. Adler, R.B., L.B. Rosenfeld i R.F. Proctor, 2011. Interplay: The Process of Interpersonal Communication. OUP.
14. Stringer, D.M. and P.A. Cassiday, 2009. 52 Activities for Improving Cross-CulturalTRIAL MODE – a valid license will remove this message. See the keywords property of this PDF for more information.
15. Dignen B. and I. McMaster, 2013. Interpersonal Communication for International Business. The Secrets of Excellent Interpersonal Skills. Harper Collins Publishers.
16. O'Hair, D., Rubenstein, H. and R. Stewart, 2013. A Pocket Guide to Public Speaking, New York: St.

POZNAN UNIVERSITY OF TECHNOLOGY

EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM (ECTS)

pl. M. Skłodowskiej-Curie 5, 60-965 Poznań

Martin's.

17. Gibson, R. 2008. Intercultural Business Communication. Berlin: Cornelsen.

18. Pettry, D. Building Social Skills through Activities,

http://www.dannypettry.com/ebook_social_skills.pdf

19. Jobspeaker, https://www.youtube.com/channel/UCZkjg1uSpR277PFYL9_JTBw

20. Celeste Headlee, 10 ways to have a better conversation

https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation/discussion?utm
_campaign=Intelligent+Tuesday+-
+5/23/17+(Q68pcT)&utm_medium=email&_ke=Y2F0aGVyaW5lLmhlYWRlbkBnbWFpbC5jb20%3D&utm_
source=Intelligent+Change+Master+KL

21. Positive Psychology: https://positivepsychology.com/communication-exercises-for-work/

Breakdown of average student's workload

	Hours	ECTS
Total workload	70	3,0
Classes requiring direct contact with the teacher	28	1,0
Student's own work (literature studies, preparation for laboratory classes/tutorials, preparation for tests/exam, project preparation) [1]	42	2,0

---

[1] delete or add other activities as appropriate