



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal Communication

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### Course

Field of study

Computing

Area of study (specialization)

Advanced Internet Technologies

Level of study

Second-cycle studies

Form of study

part-time

Year/Semester

2/4

Profile of study

general academic

Course offered in

Polish

Requirements

elective

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### Number of hours

Lecture

16

Laboratory classes

Other (e.g. online)

Tutorials

12

Projects/seminars

### Number of credit points

3

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### Lecturers

Responsible for the course/lecturer:

dr inż. Rafał Klaus

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Wydział Informatyki

ul. Piotrowo 2 60-965 Poznań

Responsible for the course/lecturer:

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### 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



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 and 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, oculosics, chronemics,



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
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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
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13. Adler, R.B., L.B. Rosenfeld i R.F. Proctor, 2011. Interplay: The Process of Interpersonal Communication. OUP.
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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](http://www.dannypettry.com/ebook_social_skills.pdf)

19. Jobspeaker, [https://www.youtube.com/channel/UCZkjg1uSpR277PFYL9\\_JTBw](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+-](https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation/discussion?utm_campaign=Intelligent+Tuesday+-)

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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) <sup>1</sup>	42	2,0

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