# POZNAN UNIVERSITY OF TECHNOLOGY

EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM (ECTS)

## COURSE DESCRIPTION CARD - SYLLABUS

Course name
Interpersonal communication [S1TCh2E>KI]

## Course

Field of study
Chemical Technology

Year/Semester
1/1

Area of study (specialization)
–

Profile of study
general academic

Level of study
first-cycle

Course offered in
English

Form of study
full-time

Requirements
elective

## Number of hours

| Lecture | Laboratory classes | Other (e.g. online) |
|---------|--------------------|--------------------|
| 30 | 0 | 0 |

| Tutorials | Projects/seminars | |
|-----------|-------------------|--|
| 0 | 0 | |

## Number of credit points

2,00

## Coordinators

dr Agata Branowska
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## Lecturers

## Prerequisites

Not available.

## Course objective

The aim of the course is to familiarise students with the basic concepts and issues concerning interpersonal communication processes occurring in everyday professional, private and social life. The aim of the course is to learn about barriers affecting the effectiveness of communication and tools for overcoming them, as well as factors determining the effectiveness of communication.

## Course-related learning outcomes

## Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Formative assessment: activity during lectures - during lectures the student performing tasks may receive points that are added to the points received during the colloquium.

Summative evaluation: learning outcomes are tested by means of a credit test consisting of open and closed questions.
Assessment criteria:
< 50% nd,
≤ 50%; 60% ) dst,
< 60%; 70%) dst plus,
<70%, 85%) db,
<85%, 91) db plus,
<91%, 100%> bdb.

## Programme content

The program covers the following topics: the concept of communication, models, types, styles and theories of communication, as well as the practical use of interpersonal communication

## Course topics

LECTURES:
Introduction to interpersonal communication. Importance of communication in everyday and professional life. Model of the communication process. Identification of mistakes and barriers in communication. Techniques of active listening. Methods of improving active listening skills.
Job interview. Scheme of recruitment activities. Modern methods of selecting candidates for the organisation. Multi-level matching technique. Analysis of the most common questions that arise during job interviews.
Feedback. Construction and elements of feedback. FUKO, UFKO, FEEDFORWARD models of feedback. Receiving feedback. Feedback management conversations - appraisal conversations.
Persuasive communication. Characteristics of Robert Cialdini's rules of social influence. Examples of the use of rules in social life, professional life, commerce, advertising. Principles of ethical exertion of influence and persuasion. Manipulation. Differences between persuasion and manipulation. Manipulative tactics. Methods of countering manipulation.
Transactional analysis. Recognition of the most common psychological games in organisations and in private life. Overt and covert transactions. The drama triangle. Ways to turn games into effective communication. Ways of interrupting games.

## Teaching methods

Lecture:
Giving: informative lecture, problem lecture, lecture, conversational lecture.
Exploratory: case study, brainstorming, discussion.
Expository: demonstration (film/presentation).

## Bibliography

Basic:
1. Gronbeck B., German K., Ehninger D., Zasady komunikacji werbalnej, Poznań, 2001.
2. Nęcki Z., Komunikacja interpersonalna, Wrocław, 2002.
3. Stewart J., Podręcznik komunikacji interpersonalnej, Warszawa, 2003.
4. Morreale S.P. , Spitzberg B.H. , BargeJ.K., Komunikacja między ludźmi, Warszawa, 2007.

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

## Breakdown of average student's workload

| | Hours | ECTS |
|---|---|---|
| Total workload | | |
| Classes requiring direct contact with the teacher | | |
| Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation) | | |