



COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal communication [N1ZiIP1>KI]

Course

Field of study

Management and Production Engineering

Year/Semester

1/2

Area of study (specialization)

–

Profile of study

general academic

Level of study

first-cycle

Course offered in

Polish

Form of study

part-time

Requirements

elective

Number of hours

Lecture

20

Laboratory classes

0

Other (e.g. online)

0

Tutorials

0

Projects/seminars

0

Number of credit points

3,00

Coordinators

dr inż. Małgorzata Spychała

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Lecturers

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:

Has got basic knowledge necessary to understand the non-technical conditions of engineering activities.

Has got basic knowledge in interpersonal communication.

Has got basic knowledge in verbal and non-verbal communication.

Skills:

Can work individually and in a team; knows how to estimate the time needed to complete the task; can

develop and implement a work schedule to ensure that deadlines are met.
Is able to analyze the communication process and spot communication errors.
Is able to actively listen.
Is able to make an effective presentation.

Social competences:

Is able to work in teams.
Is able to share opinion in comprehensive manner.

Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Learning outcomes presented above are verified as follows:

All learning outcomes are checked with test which contains open and closed questions.

Assesment criteria:

< 50 % ndst,
≤ 50%; 60%) dst.,
< 60%; 70%) dst plus,
<70%, 85%) db,
<85%, 91) db plus,
<91%, 100%> bdb.

Tasks during lectures - during lectures students are asked to make tasks, for which they get additional points. The points are added to points from the test.

Programme content

Characteristics of the communication process;
Verbal and non-verbal communication;
Informational and persuasive communication;
Communication barriers;
Active listening;
Public speaking.

Course topics

1. The essence of interpersonal communication. Model of the communication process. Characteristics of the interpersonal communication process. Elements of the communication process. Features of communication.
2. The importance of communication in everyday and professional life. Interpersonal communication, social communication, public communication, mass communication.
3. Communication barriers: technical, organizational, social. Active listening. Methods of improving active listening skills.
4. Types of interpersonal communication: non-verbal and verbal communication (oral and written). The importance of nonverbal communication. Elements of nonverbal communication.
5. Informational and persuasive communication. Rules for influencing people. Manipulation as a special case of interpersonal communication.
6. Public speaking. Structure and principles of conducting presentations. Features of a professional presentation. Auditorium analysis. Construction of sentences. Nonverbal behavior during presentations.

Teaching methods

Lectures, role playing, games, brainstorming, case study

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. , Barge J.K., *Komunikacja między ludźmi*, Warszawa, 2007.

Additional

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

Breakdown of average student's workload

	Hours	ECTS
Total workload	75	3,00
Classes requiring direct contact with the teacher	30	1,50
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	45	1,50