



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal communication [S2Eltech2>PO1-KI]

### Course

Field of study

Electrical Engineering

Year/Semester

1/2

Area of study (specialization)

Distribution Devices and Electrical Installations

Profile of study

general academic

Level of study

second-cycle

Course offered in

Polish

Form of study

full-time

Requirements

elective

### Number of hours

Lecture

30

Laboratory classes

0

Other

0

Tutorials

0

Projects/seminars

0

### Number of credit points

2,00

### Coordinators

dr Paulina Siemieniak

paulina.siemieniak@put.poznan.pl

### Lecturers

### Prerequisites

A student starting this subject should have basic knowledge of the functioning of an individual in society and be familiar with elementary concepts in the area of knowledge about thinking and culture. They should be able to analyze their own and other person's behavior and be skilful in obtaining information from the indicated sources. He should also be ready to cooperate as part of the team. In addition, in terms of social competences, the student must present attitudes such as honesty, responsibility, perseverance, cognitive curiosity, creativity, personal culture, respect for other people.

### Course objective

The aim is to obtain knowledge in the field of understanding the basic mechanisms of human behavior in social situations, conducive to the shaping of a humanistic perspective in the perception of reality. 1. Provide students with basic knowledge about the principles of social life. 2. Developing students' ability to resolve interpersonal conflicts, including those that appear in professional life. 3. Teaching the basics of analyzing social aspects of professional situations 4. Shaping students' cooperation skills, self-presentation, negotiation, business etiquette, creating interesting speeches, exerting influence.

### Course-related learning outcomes

#### Knowledge:

The student knows the general principles of interpersonal communication [K2\_W20]

#### Skills:

The student is able to obtain information from literature, databases and other sources, make their interpretation, evaluation, critical analysis and synthesis, as well as draw conclusions and formulate and exhaustively justify opinions [K2\_U01]

#### Social competences:

The student is aware of the need to develop professional achievements and observe the rules of professional ethics, fulfill social obligations, inspire and organize activities for the social environment [K2\_K02]

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Formative assessment: based on answers to questions about the material discussed in previous lectures.

Summative assessment: Checking the assumed learning outcomes is carried out by: assessment of knowledge and skills (problem range of the lecture) in a written test - closed questions test. The principle of additional points for activity during classes is applied (discussion of additional aspects of the issue, the effectiveness of applying the acquired knowledge while solving a given problem, the ability to cooperate and engage,). Positive evaluation: obtaining more than 50% of the points.

### Programme content

Knowledge and practical skills related to the use of interpersonal communication in professional situations that require exerting influence, negotiating, assertive refusal, giving speeches, providing feedback to subordinates and colleagues, and self-presentation during a job interview.

### Course topics

1. Interpersonal communication - introduction to the subject. Definition and purpose of interpersonal communication. Levels of social communication. Elements of the communication process: context, participants, message, channel, noise, feedback.
2. Non-verbal communication. The influence of the channel on the interpretation of the message according to Mehrabian. Elements of non-verbal communication. Functions of non-verbal communication: emblems, illustrators, regulators, adapters, indicators of emotions. Ekman and Friesen's research on the expression of emotions; basic and universal emotions for any culture. Eye contact in relational messages. Physical distance - contact spheres. Paralanguage. The quality of the statement and the personality traits attributed to the sender. Body language and attitude; friendly, hostile, signaling determination and interest or fear. Hierarchy of controllability of behavior: non-verbal leaks. Information on the facial expressions of other people - participation in regulating one's own behavior and emotions (research results)
3. Verbal and non-verbal communication - comparison of the impact on the interpretation of the message (according to Argyle's research). Foreign language effect; the language used and the strength of the emotional reaction. Types of messages: verbal, non-verbal, oral, non-oral - examples.
4. Verbal communication. Argumentation and persuasion. Argumentation directed to feelings and reason. One- and two-sided argumentation; adapting the arguments to the type of recipient. Typology of persuasive arguments: stick strategy, carrot strategy, strategy of positive and negative emotions. Executive statements. Messages that change attitudes; central and peripheral strategy of persuasion. Linguistic persuasion.
5. The rules and tactics of social influence in communication: the rule of reciprocity, commitment and consistency, social proof of rightness, etc., the tactics "door to face" and "foot in the door". The importance of the psychological context (e.g. Milgram's experiment). Influence and manipulation.
6. Communication styles: assertive, aggressive, non-assertive. Assertiveness in a situation of criticism :. Assertiveness in a conflict situation: JA message. Assertiveness techniques: the broken plate technique, the "softening" technique, assertive refusal, the "I'm an elephant" technique, etc.
7. Negotiation techniques: limited competence / incomplete power of attorney technique, "good and bad cop", "Nibbling", "Sell cheap - get reputation", "Trial balloon", "Prize in paradise", "Rule of competition", "Killer question" ", " Funny Money ", " Empty Wallet ", " Caring Mummy ", " Russian Front

"," Dead Fish "," Brooklyn Optician ", etc.

8. Interpersonal communication in professional situations. Job interview: candidate characteristics, frequently asked questions. How to talk about yourself using the language of benefits? Self-presentation strategies (e.g. ingratiation, self-promotion, adonization). Assessment Center- types of tasks. Behavioral questions and the STAR method in an interview.

9. Professional data presentation. Presentation types. Features of a strong header. Storytelling in speeches. The priority effect and the effect of freshness in the reception of the presentation. Business attire, colors in business attire.

10. Communication in the organization: formal and informal. Instruments of internal communication in the organization. Study of communication networks. Rumors - how can a manager use them? Feedback models: "Sandwich", FUO, Full expression model.

11. Intercultural business communication; the meaning of gestures, symbols. Business etiquette.

12. Limitation and elements supporting communication: communication barriers (verbal, emotional, physical etc.). How to authorize communication? Ways of active, empathetic listening.

## Teaching methods

1. Lecture, problem lecture, presentation illustrated with examples
2. Discussion, team work, multimedia show, workshops, analysis of the film material

## Bibliography

Basic:

- Bagieńska M., Siemieniak P., (2010) „Psychologia w zarządzaniu”, rozdz. 5, Komunikacja w organizacji. Wyd. PP
- Rzepa T. (2006) „Psychologia komunikowania dla menedżerów”. Wyd. Difin Warszawa
- Rzędowski J. (2005), „NLP dla Szefa czyli jak osiągać cele przy pomocy innych ludzi”, Wyd. Difin, Warszawa
- Stewart J (red.) (2002) „Mosty zamiast murów. O komunikowaniu się między ludźmi”, PWN, Warszawa

Additional:

- Jankowski W.B., Sankowski T.P., (1995) "Jak negocjować?", Centrum Innowacji Menedżera, Warszawa
- Goleman D. (2005), „Inteligencja emocjonalna w praktyce”, Wyd. Media Rodzina, Poznań
- Haman W., Gut J. (2019), „Zrozumieć zespół. Fenomen małej grupy”, Wyd. Helion SA, Gliwice
- Siemieniak P. (2011) „Self-presentation dilemmas of women on managerial positions in the context of gender stereotypes” - Poznan : Publ. House of Poznan University of Technology

## Breakdown of average student's workload

|                                                                                                                                         | Hours | ECTS |
|-----------------------------------------------------------------------------------------------------------------------------------------|-------|------|
| Total workload                                                                                                                          | 55    | 2,00 |
| Classes requiring direct contact with the teacher                                                                                       | 30    | 1,00 |
| Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation) | 25    | 1,00 |