



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal communication [S1Log2>KI]

### Course

Field of study

Logistics

Year/Semester

3/6

Area of study (specialization)

–

Profile of study

general academic

Level of study

first-cycle

Course offered in

Polish

Form of study

full-time

Requirements

elective

### Number of hours

Lecture

15

Laboratory classes

0

Other

0

Tutorials

30

Projects/seminars

0

### Number of credit points

3,00

### Coordinators

dr Oksana Erdeli-Klyap

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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:

1. Student knows the basic issues in the area of interpersonal communication [P6S\_WG\_08]
2. Student knows the basic issues in the area of verbal and non-verbal communication [P6S\_WG\_08]

Skills:

1. Student is able to recognize in engineering tasks non-technical aspects as well as socio-technical, organizational, communication and economic aspects [P6S\_UW\_04]

Social competences:

1. Student is aware of the need of communication, of cooperation and teamwork when solving problems [P6S\_KR\_02]
2. Student is aware of the need of initiating activities related to the formulation and transfer of information and communication in society in the field of logistics [P6S\_KO\_02]

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Lecture: The knowledge acquired during the lecture (formative assessment) is verified by the completion of tasks placed on the eKursy platform. Final test (summary assessment) carried out online.  
Tutorials: Forming assessment: presentation, thematic studies, activity. Summative assessment: the average of the forming grades.

### Programme content

Lecture: The genesis of communication. Communication modalities. Message receiving channels. Forms of communication. Communication levels. Types of communication. Kinds of communication. Interpersonal communication. Subject of interpersonal communication. Models of interpersonal communication. Direct interpersonal communication and network interpersonal communication. The role of listening in communication. Barriers in interpersonal communication. Communication techniques. Styles of interpersonal communication. The concept of the image. Image components. Methods of image communication analysis. Communication culture: ethics and communication etiquette. Communication competence. Model of communication competence. Public speaking. Structure and principles of conducting presentations. Features of a professional presentation. Auditorium analysis. Construction of sentences. Nonverbal behavior during presentations. Tutorials: Communication - introduction. Barriers in interpersonal communication. Active listening. Model of interpersonal communication. Personality and communication. Nonverbal communication. Feedback. Rules of preparing public speeches.

### Course topics

none

### Teaching methods

Lecture: lecture problematic, informative or conversational; elements of activating methods: case study, business stories; exposing method: presentation.  
Tutorials: lectures, role playing, games, brainstorming, case study.

### Bibliography

Basic:

1. Spychała M., Said E., Branowska A., Model of Academic Teachers Communication Competencies Management, Innovations in Industrial Engineering, Vol. 1 [w:] Machado J., Soares F., Trojanowska J., Ivanov V., Springer, Cham 2021, s. 160-173.
2. Erdeli, O., Stereotypy w komunikacji międzykulturowej biznesowej (na przykładzie polsko-ukraińskich stosunków biznesowych), Wydawnictwo Politechniki Poznańskiej, Poznań 2020.
3. Branowska A., Evaluation of future entrepreneur's social competencies - comparison of competence levels of students at Poznan University of Technology and Lodz University of Technology [w:] Nalepka A., Ujwary-Gil A., Business and non-profit organizations facing increased competition and growing customers' demands, Vol. 16, Wyższa Szkoła Biznesu - National-Loius University; Foundation for the Dissemination of Knowledge and Science "Cognitione", Nowy Sącz, Nowy Targ 2017, s. 335-348.
4. Morreale S.P., Spitzberg B.H., Barge J.K., Komunikacja między ludźmi, Warszawa, 2007.
5. Stewart J., Podręcznik komunikacji interpersonalnej, Warszawa, 2003.
6. Nęcki Z., Komunikacja interpersonalna, Wrocław, 2002.

Additional:

1. Erdeli, O. (red.), Model zarządzania siecią edukacyjną. Przykład inicjatywy - <http://inw-spatium.pl/wp-content/uploads/2020/07/Model-zarzadzania-SE.pdf>

2. Spychała M., Branowska A., Managers' competencies in the area of entrepreneurship, Zeszyty Naukowe Politechniki Poznańskiej. Organizacja i Zarządzanie, nr 68/216, s. 191-200.
3. Jabłonowska L., Wachowiak P., Winch S., Prezentacja profesjonalna. Teoria i praktyka, Difin, Warszawa, 2008.
4. Gronbeck B., German K., Ehninger D., Zasady komunikacji werbalnej, Poznań, 2001.

#### Breakdown of average student's workload

	Hours	ECTS
Total workload	75	3,00
Classes requiring direct contact with the teacher	45	2,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	30	1,00