



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal Communication [S1MiTPM1>KI]

### Course

Field of study

Materials and technologies for automotive industry

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

full-time

Requirements

elective

### Number of hours

Lecture

0

Laboratory classes

0

Other

0

Tutorials

0

Projects/seminars

0

### Number of credit points

2,00

### Coordinators

dr inż. Marta Pawłowska-Nowak  
marta.pawlowska-nowak@put.poznan.pl

### Lecturers

### Prerequisites

No prerequisites

### Course objective

The aim of the course is to familiarize students with the basic concepts and issues related to social communication. Students will learn about the process of communication, its levels (personal, interpersonal, group, institutional, mass communication), forms (verbal-non-verbal) and types of communication (informative, persuasive, manipulative). The aim of the course is to develop social competencies such as: teamwork, conducting effective negotiations, dealing with conflicts, giving feedback, preparing a public speech.

### Course-related learning outcomes

Knowledge:

The student has got the basic knowledge in economics and management that enables understanding of social, economic, legal, ethical and other non-technical engineering applications. Student knows and understands the basic concepts and principles of protection of industrial products and copyrights as well as the Personal Data Protection Act.

The student knows the general principles of creating and developing forms of individual entrepreneurship. For this purpose, the student is able to apply knowledge in the field of automotive materials engineering, economics and management.

#### Skills:

The student is able to communicate using various techniques in professional environment. For this purpose, he is able to select and use IT and quality management systems. The student is able to use appropriate information and communication techniques to perform tasks typical for engineering activities, including organizing team work.

The student is able to obtain information from literature, databases and other properly selected sources in the field of materials engineering and automotive industry technology. In particular the student is able to describe groups of materials used in the automotive industry, their production and processing processes, material selection systems; is able to integrate the information obtained, interpret it, draw conclusions, formulate and justify opinions.

The student has got the ability to self-educate.

#### Social competences:

The student understands the need for lifelong learning, is able to inspire and organize the learning process of other people.

The student is aware of the importance and understanding of non-technical aspects and effects of engineering activities, including its impact on the environment and the related responsibility for decisions made.

The student is able to cooperate, think and act in an enterprising way and work in a group, taking on various roles in it.

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Formative assessment: activity during exercises - performing tasks and gaining points which are added to the points received from the test

Summative assessment: Test at the end of the course and points received while performing tasks

### Programme content

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

### Course topics

1. Introduction to social communication. The essence of communication. A model of the communication process. Elements of the communication process. Identification of errors and barriers in communication. Active listening techniques. Interpersonal communication, social communication, public communication, mass communication.
2. Staffing process. Scheme of recruitment activities. Modern methods of selecting candidates for the organization. Analysis of the most frequently asked questions during job interviews. Simulation of a job interview - conducting a job interview based on a competency interview.
3. Organizational communication. Methods of improving communication in the enterprise. Types of conversations in the enterprise. Managerial feedback during appraisal. Feedback. FUKO, UFKO, FEEDFORWARD feedback models. Accepting feedback.
4. Persuasive communication. Characteristics of Robert Cialdini's rules of social influence. Examples of the use of rules in social and professional life, commerce and advertising. Principles of ethical influence and persuasion. Manipulation. Differences between persuasion and manipulation. Manipulative tactics. Methods of counteracting manipulation.
5. Transactional analysis. Recognizing the most common psychological games in organizations and in private life. Open and hidden transactions. Drama triangle. Ways to turn games into effective communication. Ways to interrupt games.
6. Nonverbal communication. The importance of non-verbal communication. Elements of body language. Non-verbal communication during public speaking (presentations, meetings, job interviews). Cultural differences in nonverbal communication.

7. Preparing a public speech. The role and specificity of public statements. Preparing a presentation. Structure and rules of conducting a presentation. Features of a professional presentation. Audience analysis. Sentence structure. Nonverbal behavior during presentations.

8. Conflicts. Causes of conflicts in the organization. Phases, stages of the conflict. Reacting in a conflict situation - styles and strategies according to Thomas Kilman: techniques and styles of conflict resolution, recognition of one's own style. Effective conflict management.

Negotiations. The essence and types of negotiations in organizations. Building a professional negotiator attitude. Negotiation preparation: setting goals, BATNA, strengths and weaknesses of negotiating partners. Conducting negotiations: negotiation techniques and tactics - learning techniques and defending against them.

## Teaching methods

Lectures, role playing, games, brainstorming, case study

## Bibliography

Basic:

1. Gronbeck B., German K., Ehninger D., Zasady komunikacji werbalnej, Poznań, 2001.
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.
5. Stelmach E., Dawid-Sawicka M., 13 wzorców dobrej komunikacji i relacji. Analiza transakcyjna w praktyce, Wolters Kluwer Polska, 2023.

Additional:

1. Jabłonowska, L., Wachowiak, P., Winch, S., Prezentacja profesjonalna. Teoria i praktyka, Difin, Warszawa, 2008.
2. Stewart I., Joines V., Analiza Transakcyjna Dzisiaj, Rebis, 2022.

## Breakdown of average student's workload

	Hours	ECTS
Total workload	50	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)	20	1,00