



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal communication [N1ZiIP2>KI]

### Course

Field of study

Management and Production Engineering

Year/Semester

2/3

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

16

Laboratory classes

0

Other

0

Tutorials

0

Projects/seminars

0

### Number of credit points

2,00

### Coordinators

### Lecturers

### Prerequisites

Knowledge: The student knows basic concepts related with issue of interpersonal communication, knows interpersonal rules. Skills: The student has skills of noticing, associating and interpreting occurrences in process of communication. Social competencies: The student is aware of the meaning of the interpersonal communication in the professional and private life.

### Course objective

Developing by students interpersonal abilities, i.e. the teamwork, effective negotiations, presentations, active listening.

### Course-related learning outcomes

Knowledge:

1. The student knows interpersonal rules.
2. He has knowledge about preparation of the presentation (verbal and nonverbal communication).
3. Student knows barriers of communication.

Skills:

1. The student is able to apply rules of interpersonal professional and private life.
2. The student is able to analyze communication process and recognize communication barriers.

3. The student is able to listen actively.
4. The student is able to prepare the documentation and public speech.

Social competences:

1. Students can work in team.
2. He is able to analyse independently social situations and to develop the knowledge concerning the social communication.

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Learning outcomes presented above are verified as follows:

written test - 12 questions,

Assignment of grades to percentage ranges of results: <90-100> very good; <80-90) good plus; <70-80) good; <60-70) satisfactory plus; <50-60) satisfactory; <0-50) unsatisfactory.

Activity during lectures - during lectures, a student participating in discussions can receive points during classes, which are added to the points received in the colloquium.

The student receives a work for volunteers consisting of an analysis of their own communication skills - points for a properly prepared report will be added to the final score.

During lectures, the student cooperates with the group using the brainstorming method, points for a well-completed task are added to the final score.

### Programme content

Interpersonal communication - communication in everyday life, the essence of communication, methods of communication.

### Course topics

1. The importance of communication in everyday and professional life. - Interpersonal communication, social communication, public communication, mass communication.
2. Characteristics of the interpersonal communication process. - The essence of communication. Model of the communication process. Elements of the communication process. Features of communication. Communication functions.
3. Types of interpersonal communication: nonverbal and verbal communication (oral and written).
4. Methods of information communication.
5. Methods of persuasive communication. Types of persuasion. Rules of influencing people.
6. Manipulation as a special case of interpersonal communication.
7. Communication barriers: technical, organizational, social.
8. Communication competences and their impact on interpersonal relations:
  - a) active listening and responding - obstacles to active listening; methods of improving active listening and responding skills
  - b) effective use of words - understanding language messages, preparing reports, errors when writing reports;
  - c) public speaking - the role and specificity of public statements. Prepared presentations. Structure and principles of conducting a presentation. Features of a professional presentation. Audience analysis. Sentence structure. Non-verbal behavior during presentations,
9. The importance of communication in an organization

### Teaching methods

problem lecture / lecture with multimedia presentation, discussion, case studies, group work, role playing

### Bibliography

Basic:

1. S.P. Morreale, B.H. Spitzberg, J.K. Barge, Komunikacja między ludźmi. Motywacja, wiedza i umiejętności, Wydawnictwo Naukowe PWN, Warszawa 2008
2. Gronbeck B., German K., Ehninger D., Zasady komunikacji werbalnej, Poznań, 2001
3. Nęcki Z., Komunikacja interpersonalna, Wrocław, 2002

4. Stewart J., Podręcznik komunikacji interpersonalnej, Warszawa, 2003

Additional:

1. E. Aronson, Człowiek , istota społeczna, Warszawa, PWN 1978

2. M. Rosenberg, Porozumienie bez przemocy. O języku serca, Wyd. J. Santorski & Co, Warszawa 2003

3. E. Berne, W co grają ludzie, Warszawa, PWN 1994

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

### Breakdown of average student's workload

	Hours	ECTS
Total workload	50	2,00
Classes requiring direct contact with the teacher	16	0,50
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	34	1,50