



COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal communication [N1Log2>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
part-time

Requirements
elective

Number of hours

Lecture
10

Laboratory classes
0

Other
0

Tutorials
16

Projects/seminars
0

Number of credit points

3,00

Coordinators

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Lecturers

Prerequisites

Basic knowledge of interpersonal communication

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 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 cooperation 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

Origins of communication. Forms, levels, and types of communication.

Communicative competence. Model of communicative competence.

Interpersonal communication: subject, models, direct and network communication.

The role of listening in interpersonal communication. Barriers in interpersonal communication.

Communication techniques and styles of interpersonal communication.

Communication culture: ethics and etiquette of communication.

The role of image in interpersonal communication: components, methods of communicative analysis.

Elements of interpersonal communication in public speaking. Analysis of nonverbal behavior.

Course topics

Lecture

1. Fundamentals of Interpersonal Communication

Origins and development of communication – from general to interpersonal communication.

Forms, levels, and types of communication. Communicative competence – elements and models.

2. The Process of Interpersonal Communication

Models of interpersonal communication – classical and contemporary approaches.

Roles of participants in communication. Barriers and errors in communication.

The role of active listening and empathy.

3. Forms and Styles of Communication

Styles of interpersonal communication and their determinants (personality, temperament).

Verbal and nonverbal communication – functions, significance, intercultural differences.

Interpersonal communication in the digital environment (social media, messengers, remote work).

Communication in conflict and negotiation situations.

4. Culture and Ethics of Communication

Communication culture: ethics, etiquette, and responsibility in interpersonal relations.

Image in interpersonal communication – role, components, methods of analysis.

5. Practical Applications

Interpersonal communication in public speaking.

Interpersonal communication in teamwork and professional environments.

Principles of preparing and delivering presentations – structure, techniques, audience analysis.

Exercises

Introduction to interpersonal communication.

Barriers and errors in communication.

Active listening. Verbal and nonverbal listening tools.

Personality and communication style. Ways of communicating for choleric, sanguine, melancholic, and phlegmatic.

Nonverbal communication. Importance of nonverbal communication. Elements of body language. Intercultural differences in nonverbal communication. Nonverbal communication in public speaking.

Feedback. Techniques of giving feedback. Assertiveness in giving and receiving feedback.

Principles of preparing presentations. The role and specifics of public speaking. Structure and principles of delivering presentations. Features of a professional presentation. Audience analysis.

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	26	1,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	49	2,00