



COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal communication [S1ZiIP2>KI]

Course

Field of study

Management and Production Engineering

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

30

Laboratory classes

0

Other

0

Tutorials

0

Projects/seminars

0

Number of credit points

2,00

Coordinators

dr inż. Małgorzata Spychała

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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,

<90-100> very good; <80-90) good plus; <70-80) good; <60-70) satisfactory plus; <50-60) satisfactory; <0-50) unsatisfactory.

Discussions;

- work in groups, observation of students in class,

Programme content

Characteristics of the communication process; Verbal and non-verbal communication; Informational and persuasive communication; Communication barriers; Active listening; Public speaking.

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. Functions of communication.
3. Types of interpersonal communication: non-verbal and verbal communication (oral and written).
4. Methods of informational communication.
5. Methods of persuasive communication. Types of persuasion. Rules for influencing people.
6. Manipulation as a special case of interpersonal communication.
7. Communication barriers: technical, organisational, social.
8. Communication competences and their influence on interpersonal relations:
 - (a) active listening and responding - obstacles to active listening; methods for improving active listening and responding skills
 - (b) effective use of words - understanding linguistic messages, preparing reports, mistakes when writing reports;
 - (c) Public speaking - the role and characteristics of public speaking. Preparing presentations. Structure and principles of conducting a presentation. Features of a professional presentation. Analysis of the audience. Construction of sentences. Non-verbal behaviour during a presentation,
9. Importance of communication in an organisation.

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. Jabłonowska, 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	30	1,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	20	1,00