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| **WSB University**  |
| **Field of study: Management**  |
| **Module / course: Organization and Management /Interpersonal Communication** |
| **Educational profile: practical**  |
| **Education cycle: I cycle studies** |
| **Number of hours per semester** | 1 | 2 | 3 |
| I | II | III | IV | V | VI |
| **Full time studies****(L/C/lab/pr/e)** | **16C** |  |  |  |  |  |
| **Part-time studies****(L/C/lab/pr/e)** |  |  |  |  |  |  |
| **LECTURER** | M.A. Agata Brzóska |
| **FORM OF CLASSES** | Classes  |
| **COURSE OBJECTIVES** | Developing the knowledge about interpersonal communication with an emphasis on cultural differences, communication styles, assertiveness, non-verbal communication.Improving the interpersonal communication skills. Developing assertive behaviors. |
| **Course objectives** | **References to course objectives:** | **Description of educational results**  | **Verification of educational results** |
| **Field-related learning outcomes**  | **Area-related learning outcomes**  | **Knowledge** |
| **IntCom\_K01** | Z\_W08Z\_W17 | S1P\_W05 S1P\_W09 | The student knows how to describe and characterize the role of different communication channels, recognizes the differences between verbal and non-verbal communication. | * group exercises
* assessment of work in groups
* discussion
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| **IntCom\_K02** | Z\_W08Z\_W17 | S1P\_W05 S1P\_W09 | Student has knowledge about the process of changing attitudes and defines the process of interpersonal communication and its elements. | * group exercises
* assessment of work in groups
* discussion
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| **IntCom\_K03** | Z\_W08Z\_W17 | S1P\_W05 S1P\_W09 | The student knows the impact of perception on communication and knows the definition of conflict, explains how to deal with conflicts. | * group exercises
* assessment of work in groups
* discussion
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|  |  |  | **Abilities** |
| **IntCom\_A04** | Z\_U01Z\_U04Z\_U13Z\_U14 | S1P\_U01S1P\_U03 S1P\_U04S1P\_U08S1P\_U08 | Student analyzes and interprets phenomena that increase effective group communication and analyzes the role of verbal and non-verbal communication. | * group exercises
* assessment of work in groups
* discussion
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| **IntCom\_A05** | Z\_U01Z\_U04Z\_U13 | S1P\_U01S1P\_U03 S1P\_U04S1P\_U08 | The student has the ability to assess the effectiveness of messages and sees barriers to communication and can deal with them. | * group exercises
* assessment of work in groups
* discussion
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| **IntCom\_A06** | Z\_U04Z\_U13Z\_U14Z\_U17 | S1P\_U03 S1P\_U04S1P\_U08S1P\_U08S1P\_U10 | The student understands the role of conflict and can solve it effectively, sees differences in communication regarding cultural and individual differences. | * group exercises
* assessment of work in groups
* discussion
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|  |  |  | **Social competences:** |
| **IntCom\_S07** | Z\_K06 | S1P\_K06  | The student openly expresses opinions about the importance of non-verbal messages. | * discussion
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| **IntCom\_S08** | Z\_K03 | S1P\_K03 | The student is responsible and action-oriented and open to the needs and opinions of others. | * discussion
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| **Students’ workload (in didactic hours 1h did.=45 minutes)\*\***  |
| **Full- time**Participation in lectures = Participation in classes = 16hPreparation to classes = 32hPreparation to lectures = Preparation to an examination = 14hProject tasks =e-learning =Credit/examination = 1hothers (indicate which) = **TOTAL: 63h****ECTS points: 2.5****Including practical classes: 2.5** | **Part-time**Participation in lectures = Participation in classes = Preparation to classes = Preparation to lectures = Preparation to an examination = Project tasks =e-learning =Credit/examination =others (indicate which) = **TOTAL:****ECTS points:****Including practical classes:** |
| **PREREQUISITES** | Not applicable |
| **COURSE CONTENT****(Division to contact classes and e-learning)** | **Contact hours:**• Definitions, features and functions of communication• Introduction to the theory of interpersonal communication• Communication skills• Perception and its impact on communication• Barriers in communication• Nonverbal communication• Conflict in communication • Forms of conflict resolution• Communication in practice• The role of communication in the workplace • Non-verbal communication skills training (communication channels: face expression, physical appearance, gestures etc.).• Role of assertiveness **E-learning:** Not applicable |
| **LITERATURE****(compulsory reading)** | * Mark L. Knapp, John A. Daly, Handbook of interpersonal communication. SAGE Publications, 2002.
* Hulbert JE; Hulbert D., The value of assertiveness in interpersonal communication. Management Review 1982, Vol. 71 (8). (EBSCO) Barbara Pease, Allan Pease, The Definitive Book of Body Language: The Hidden Meaning Behind People's Gestures and Expressions, Random House Publishing Group, 2008
* A. Horodecka, Sociology of communication. Szkoła Główna Handlowa Warszawie, 2015.
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| **OPTIONAL LITERATURE** | * Marshall B. Rosenberg PhD, Nonviolent Communication, PuddleDancer Press, 2015
* Aronson, E., Wilson, T., Akert, R. Social Psychology, Prentice Hall, 2010
* Leathers, D. Nonverbal Communication Systems, Allyn and Bacon, 1976
* Griffin, E. A First Look at Communication Theory, McGraw-Hill Education, 2019
* Daniel Goleman, Emotional Intelligence: Why It Can Matter More Than IQ- Bantam, 1996
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| **TEACHING METHODS****(Division to contact classes and e-learning)** | **Contact hours:*** simulations,
* work in groups/in pairs,
* discussion

**E-learning:** Not applicable |
| **TEACHING AIDS** | Presentation in Power Point, handouts  |
| **PROJECT****(if implemented in the framework of a classes module)** | Not applicable |
| **METHOD Of ASSESSMENT****(Division to contact classes and e-learning**  | Credit with a grade |
| **FORM AND CONDITIONS OF ASSESSMENT** | * Activity during classes.
* The condition of obtaining credit is obtaining a positive grade from all forms of credit provided for in the curriculum, taking into account the quantitative criteria of assessment set out in the Framework Student Evaluation System at WSB University
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*\* L-lecture, C- classes lab- laboratory, pro- project, e- e-learning*