

KARTA KURSU

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|-----------------|-------------------------------------|--------------------|
| Nazwa | | |
| Nazwa w j. ang. | The Keys to Effective Communication | |
| Koordynator | Dr hab. Małgorzata Bereźnicka | Zespół dydaktyczny |
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| Punktacja ECTS* | 2 | |

Opis kursu (cele kształcenia)

- defining communication and familiarizing students with the basics of communication process;
- approaching to barriers to effective communication;
- presentation of basic methods and rules of effective communication, oral and written one;
- preparing students for a more informed and effective communication in: public speaking, teaching, working life, relationships, and conflicts;
- encouraging students to solve problems in communication and self-improving knowledge of interpersonal communication.

Warunki wstępne

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|--------------|-----------------------------------|
| Wiedza | Basic knowledge on communication. |
| Umiejętności | Communicative English. |
| Kursy | — |

Efekty kształcenia

| | Efekt kształcenia dla kursu | Odniesienie do efektów kierunkowych |
|--------|--|-------------------------------------|
| Wiedza | W01 knowledge about the basics of communication process, its rules and barriers; | Multi-directional course |

| | Efekt kształcenia dla kursu | Odniesienie do efektów kierunkowych |
|--------------|---|-------------------------------------|
| Umiejętności | U01 understanding different rules referring to different kinds of communication and ability to identify and solve problems in communication | Multi-directional course |

| | Efekt kształcenia dla kursu | Odniesienie do efektów kierunkowych |
|-----------------------|--|-------------------------------------|
| Kompetencje społeczne | K01 applying rules of effective communication in real life | Multi-directional course |

| | | Organizacja | | | | | | | | | | |
|---------------|------------|---------------------|--|---|--|---|--|---|--|---|--|----|
| Forma zajęć | Wykład (W) | Ćwiczenia w grupach | | | | | | | | | | |
| | | A | | K | | L | | S | | P | | E |
| Liczba godzin | | | | | | | | | | | | 15 |
| | | | | | | | | | | | | 15 |

Opis metod prowadzenia zajęć

The course is conducted in the form of distance learning using Moodle. Students will be acquainted with the subject. They will work on the texts, watch short films and have tasks related to communication, like having some reflections on the material, answering questions, etc. That will be individual work and students will be able to verify and evaluate it on their own. They will be also encouraged to practice their new skills in everyday life.

Formy sprawdzania efektów kształcenia

| | E – learning | Gry dydaktyczne | Ćwiczenia w szkole | Zajęcia terenowe | Praca laboratoryjna | Projekt indywidualny | Projekt grupowy | Udział w dyskusji | Referat | Praca pisemna (esej) | Egzamin ustny | Egzamin pisemny | Inne |
|-----|--------------|-----------------|--------------------|------------------|---------------------|----------------------|-----------------|-------------------|---------|----------------------|---------------|-----------------|------|
| W01 | X | | | | | | | | | | | | |
| U01 | X | | | | | | | | | | | | |
| K01 | X | | | | | | | | | | | | |

Kryteria oceny

Verifying effects of improving communication skills in everyday life. Self-evaluation tests on e-learning platform.

Uwagi

Treści merytoryczne (wykaz tematów)

1. Defining communication. The specifics of communication process. Basic terms such as: sender, receiver, message, noise, feedback, encoding and decoding, channel, source, context.
2. Perspective in communication. Elements of communication. Main communication styles.

Basic Listening skills.

3. Types of barriers to effective communication.
4. Ten useful rules for having better conversations. The balance between listening and talking.
5. Effective written communication.
6. Public speaking – four ways to have a great talk.
7. Effective communication in teaching and other work.
8. Effective communication in a relationship. Communication skills useful in resolving conflicts.

Wykaz literatury podstawowej

1. Naomi Brower, Jana Darrington, *Effective Communication Skills: Resolving Conflicts*, Utah State University 2012.
2. Nicoleta Duta, *The Effective Communication in Teaching. Diagnostic study regarding the academic learning motivation to students*, 5th World Conference on Learning, Teaching and Educational Leadership, WCLTA 2014.
3. Victor William Harris, *Important Communication Skills for Every Relationship*, University of Florida 2015.
4. Fred C. Lunenburg, *Communication: The Process, Barriers, And Improving Effectiveness*, Sam Houston State University, SCHOOLING VOLUME 1, NUMBER1, 2010.
5. Akua Ahyia Adu-Oppong & Emmanuel Agyin-Birikorang, *Communication in the Workplace: Guidelines for Improving Effectiveness*, Golbal Journal of Commerce & Management Perspective, Ghana 2014.
6. Sean Mc Pheat, , *Effective Communication Skills*, MTD Taining & Ventus Publishing ApS, UK 2010.

Wykaz literatury uzupełniającej

1. M.L. Knapp and J.A. Hall, *Nonverbal Communication in Social Interaction*, Wadsworth/Thomson Learning, 2006.
2. R.M. Krauss, S.R. Fussell, *Social Psychological models of Interpersonal Communication*, in E.T. Higgins & A. Kruglanski (Eds.), *Social Psychology: Handbook of Basic Principles*. New York: Guilford Press, 2007.
3. J.T. Wood, *Interpersonal communication. Everyday encounters*, The University of Carolina At Chapel Hill, Cengage learning 2010:

Bilans godzinowy zgodny z CNPS (Całkowity Nakład Pracy Studenta)

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| liczba godzin w kontakcie z prowadzącymi | E-learnig | 15 |
| | Konwersatorium (ćwiczenia, laboratorium itd.) | |
| | Pozostałe godziny kontaktu studenta z prowadzącym | |
| liczba godzin pracy studenta bez kontaktu z prowadzącymi | Lektura w ramach przygotowania do zajęć | 25 |
| | Przygotowanie krótkiej pracy pisemnej lub referatu po zapoznaniu się z niezbędną literaturą przedmiotu | |
| | Przygotowanie projektu lub prezentacji na podany temat (praca w grupie) | |
| | Przygotowanie do egzaminu/zaliczenia | 10 |
| Ogółem bilans czasu pracy | | 50 |
| Liczba punktów ECTS w zależności od przyjętego przelicznika | | 2 |