

EFFECTIVE COMMUNICATION PRACTICE

Number of credits: 3 ECTS

Course period: Fall semester / 2 class per week

Language of Instruction: English

Instructor: Yazovskikh Evgeniya Vladimirovna

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Course description

The purpose of this course is the development of professional-communicative competence of using effective communication technologies.

The course includes various aspects of the theory and practice of communication process. One of the most sought-after personal qualities when promoting territory, along with professionalism, is a professional ability to act within the framework of the communicative process. The key to effective communication is an ability to understand a partner. Students must be able to clearly set a goal of communication and track within the communication strategy of its achievement. It should be understood and manipulative approaches to resist them.

Prerequisites: -

Course outline

Lecture 1-2. Cultural and gender differences in interpersonal communication.

Lecture 3-4. Communication channels. Training sensitivity.

Lecture 5-6. Resistance and barriers in interpersonal communication.

Seminar 1-4. Resistance and barriers in interpersonal communication: Training of assertive behavior. Dealing with conflicts.

Seminar 5-8. Basic approaches to effective communications. Training effective communication skills.

Seminar 9-12. Training: The negotiation process.

Assignments

For each part of the course there will be an individual assignment to write a short paper addressing a specific question. The assignments will be graded and commented by the Instructor with one paragraph of comments.

Examination

Final Exam consists of an open-ended test that requires short (1-3 sentences) responses to 20 questions based on the material covered within the course and a short academic essay (2,500 words) on one of three suggested topics.

Course evaluation

The course grade will be determined by four factors: attendance (10%), seminar participation (30%), weekly assignments (30%), and final exam (30%).

Core reading

- 1) L. Demina. Theory and practice of argumentation: textbook - M.: Norma: Publishing house INFRA-M, 2018 - 272 p.
- 2) I.Kuznetsov. Business communication.- M.: Dashkov and Co, 2012 .- 528 p.

Recommended reading

- 1) N. Baryshnikov. Fundamentals of professional intercultural communication. - M INFRA-M, 2013. - 368 p.
- 2) E. Mananikova. Business communication - M.: Dashkov and Co, 2013. - 208 p.
- 3.) R. Blundel. Effective business communications: Theory and practice in the information age. - SPb .: Peter, 2000 .- 381 p.
- 4). B. Yashin. Communication culture: theory and practice of communications- Moscow; Berlin: Direct-Media, 2015. - 243 p.