

INTERPERSONAL EFFECTIVE COMMUNICATION

Number of credits: 3 ECTS

Course period: 1 semester / 1 class per week

Language of Instruction: English

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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.

The program content reflects the issues that can be addressed in the context of teambuilding in geobranding: organizational and managerial issues (principles of command forms of work in the field of geobranding, organizing "the effect of co-commands", the main scope of the team, forms of governance in the team, species of life cycles.

Prerequisites

Lectures, seminars, group presentation, mid-term exam, final Exam.

Course outline

Week 1. Lecture 1. Cultural and gender differences in interpersonal communication..

Week 2. Lecture 2. Cultural and gender differences in interpersonal communication..

Week 3. Lecture 3. Communication channels. Training senzitivity.

Week 4. Seminar 1. Communication channels. Training senzitivity

Week 5. Seminar 2. Resistance and barriers in interpersonal communication: Training of assertive behavior. Dealing with conflicts.

Week 6. Seminar 3. Resistance and barriers in interpersonal communication: Training of assertive behavior. Dealing with conflicts.

Week 7. Seminar 4. Resistance and barriers in interpersonal communication: Training of assertive behavior. Dealing with conflicts.

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

Week 9. Seminar 6. Basic approaches to effective communications. Training effective communication skills.

Week 10. Seminar 7. Basic approaches to effective communications. Training effective communication skills.

Week 11. Seminar 8. Training: The negotiation process.

Week 12. Seminar 9. Training: The negotiation process.

Week 13 .Seminar 10. Training: The negotiation process.

Week 14. Seminar 11. Training: The negotiation process.

Final exam

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

Mid-term exam consists of a multiple choice test of 20 questions that deal with terms, ideas, and facts covered during the previous weeks and a short (not exceeding 250 words) written answer to one of two questions based on material covered within the previous weeks.

Group presentation: A PowerPoint (or Prezi, or OpenOffice) presentation of 20-25 slides prepared by a working group (depending on the number of students in the class but not more than four students in a group) on one of the issues covered in the course. The presentation will be followed by a Q and A session. Presenters are expected to demonstrate their use of theoretical and methodological tools discussed during the course for analysis of the subject of their presentation.

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

ECTS Grade	Points	Russian grade
A	100-91 points	“excellent”: 100–80 points
B	90-81	
C	80-71	“good”: 79– 60 points
D	70-61	
F: failed	less than 60 points: failed	“satisfactory”: 59–40 points
		“unsatisfactorily”: failed, less than 40 points

Core reading

1. 1. Дорошенко В. Ю. Психология и этика делового общения. Учебник [Электронный ре-сурс] / Дорошенко В. Ю. — М.: Юнити-Дана, 2012. — 420 с. — (Золотой фонд россий-ских учебников). — <URL:<http://www.biblioclub.ru/book/117118/>>.

2. Кибанов А. Я. Этика деловых отношений: учебник: [для вузов по специальности "Управление персоналом] / А. Я. Кибанов, Д. К. Захаров, В. Г. Коновалова; М-во обра-зования и науки РФ, Гос. ун-т управления; [под р

Recommended reading

1. Зарецкая Е. Н. Деловое общение: [учебник: в 2 т.] / Е. Н. Зарецкая; Акад. нар. хозяйства при Правительстве РФ. — 3-е изд. — М.: Дело, 2008. Т. 1. — 2008. — 695 с.

2. Зарецкая Е. Н. Деловое общение: [учебник: в 2 т.] / Е. Н. Зарецкая; Акад. нар. хозяйства при Правительстве РФ. — 3-е изд. — М.: Дело, 2008. Т. 2. — 720 с.

3. Ключев Е. В. Речевая коммуникация: Успешность речевого взаимодействия: Учеб. посо-бие для ун-тов и ин-тов / Е. В. Ключев. — М.: РИПОЛ КЛАССИК, 2002. — 318 с.

4. Кузин Ф. А. Культура делового общения: практ. пособие / Ф. А. Кузин. — М.: Ось-89, [2005?]. — 320 с. : ил.

5. Мальханова И. А. Деловое общение: [учеб. пособие для вузов] / И. А. Мальханова. — 6-е изд., испр. и доп. — М.: Академический Проект: Фонд "Мир", 2008. — 243, [1] с.

6. Красовский Ю. Д. Организационное поведение [Электронный ресурс] / Красовский Ю. Д. — М. : Юнити-Дана, 2012. — 488 с. — ISBN 978-5-238-02186-7. — <URL: <http://www.biblioclub.ru/book/116632/>>.

7. Панфилова А. П. Деловая коммуникация в профессиональной деятельности: учеб. пособие / А. П. Панфилова; С.-Петерб. ин-т внешнеэкон. связей, экономики и права, О-во "Знание" С.-Петербурга и Ленингр. обл.; [науч. ред. С. А. Сидоров]. — 2-е изд. — СПб.: [Знание], 2004. — 496 с.