



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal Communication

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### Course

Field of study

Logistics

Area of study (specialization)

Level of study

First-cycle studies

Form of study

part-time

Year/Semester

3/6

Profile of study

general academic

Course offered in

polish

Requirements

elective

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### Number of hours

Lecture

16

Tutorials

Laboratory classes

Projects/seminars

Other (e.g. online)

### Number of credit points

3

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### Lecturers

Responsible for the course/lecturer:

dr Agata Branowska

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Wydział Inżynierii Zarządzania

ul. J. Rychlewskiego 2

60-965 Poznań

Responsible for the course/lecturer:



### Prerequisites

No prerequisites

### Course objective

The aim of the course is to familiarize students with the basic concepts and issues related to interpersonal communication in professional, private and social life. The aim of the course is to learn about barriers affecting the efficiency of communication and tools to overcome them, as well as the factors determining the effectiveness of communication.

### Course-related learning outcomes

#### Knowledge

knows the basic issues in the area of interpersonal communication [P6S\_WG\_08]

knows the basic issues in the area of verbal and non-verbal communication [P6S\_WG\_08]

#### Skills

is able to recognize in engineering tasks non-technical aspects as well as socio-technical, organizational and economic aspects [P6S\_UW\_04]

#### Social competences

is aware of the need of cooperation and teamwork when solving problems [P6S\_KR\_02]

is aware of the need of initiating activities related to the formulation and transfer of information and cooperation in society in the field of logistics [P6S\_KO\_02]

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

All learning outcomes are checked with test which contains open and closed questions.

Assesment criteria:

< 50 % ndst,

≤ 50%; 60% ) dst.,

< 60%; 70%) dst plus,

<70%, 85%) db,

<85%, 91) db plus,

<91%, 100%> bdb.

Tasks during lectures - during lectures students are asked to make tasks, for which they get additional points. The points are added to points from the test.



## Programme content

1. The essence of interpersonal communication. Model of the communication process. Characteristics of the interpersonal communication process. Elements of the communication process. Features of communication.
2. The importance of communication in everyday and professional life. Interpersonal communication, social communication, public communication, mass communication.
3. Communication barriers: technical, organizational, social. Active listening. Methods of improving active listening skills.
4. Types of interpersonal communication: non-verbal and verbal communication (oral and written). The importance of nonverbal communication. Elements of nonverbal communication.
5. Informational and persuasive communication. Rules for influencing people. Manipulation as a special case of interpersonal communication.
6. Public speaking. Structure and principles of conducting presentations. Features of a professional presentation. Auditorium analysis. Construction of sentences. Nonverbal behavior during presentations.

## Teaching methods

Lectures, role playing, games, brainstorming, case study

## Bibliography

Basic

1. Gronbeck B., German K., Ehninger D., Zasady komunikacji werbalnej, Poznań, 2001.
2. Nęcki Z., Komunikacja interpersonalna, Wrocław, 2002.
3. Stewart J., Podręcznik komunikacji interpersonalnej, Warszawa, 2003.
4. Morreale S.P. , Spitzberg B.H. , BargeJ.K., Komunikacja między ludźmi, Warszawa, 2007.

Additional

1. Jabłonowska, L., Wachowiak, P., Winch, S., Prezentacja profesjonalna. Teoria i praktyka, Difin, Warszawa, 2008



### Breakdown of average student's workload

	Hours	ECTS
Total workload	75	3,0
Classes requiring direct contact with the teacher	30	1,5
Student's own work literature studies preparation for presentation preparation for tests <sup>1</sup>	45	1,5

<sup>1</sup> delete or add other activities as appropriate