

## RTU Course "Basics of Communication"

23103 null

**General data**

Code	HPS120
Course title	Basics of Communication
Course status in the programme	Compulsory/Courses of Limited Choice; Courses of Free Choice
Responsible instructor	Sandra Gudzuka
Academic staff	Sandra Stašāne Laila Girsova Vineta Gobiņa Airisa Šteinberga Ilze Kricka Guna Matule Silvija Rēvele
Volume of the course: parts and credits points	1 part, 2.0 Credit Points, 3.0 ECTS credits
Language of instruction	LV, EN
Annotation	The study course describes the psychological, ethical and cultural aspects of communication. The essence, functions and types of the communication process are explained. Factors influencing communication are considered. The meaning of verbal and non-verbal communication. Communication and interpersonal relationships in a group. The principles of team cooperation and peculiarities of communication at the university are explained. Ethical regulation of human relations. Principles of conflict emergence and resolution. The most important aspects of communication culture are described. Behavioral etiquette and norms. Creating an external image of a person.
Goals and objectives of the course in terms of competences and skills	The aim of the study course is to improve students communicative competence, which includes a) understanding of the communication situation, goals, own and communication partner's behavior, b) skills to choose and use adequate means of communication. Tasks of the study course: 1. To improve students' understanding of various aspects of the communicative process. 2. To develop skills to analyse communication situations and people's behavior in them. 3. To promote the ability to be aware of and improve the personal communication style. 4. To develop interviewing and observation skills.
Structure and tasks of independent studies	To acquire the study course, the student performs the following independent works: 1) literature analysis; 2) communication skills training and self-assessment of acquired skills during the semester; 3) conducting interviews within the research project, with the purpose of developing interviewing and observation skills; 4) organization of group work, with the purpose to develop leadership skills; 5) analysis of personal communication skills and creation of self-characterization.
Recommended literature	Obligātā/Obligatory: E. Apsolons. Komunikācijas kompetence: kā saprasties un veidot attiecības. Zvaigzne ABC 2009. Egidešs A. Saskarsmes labirinti. Jumava, 2006. Omarova S. Cilvēks runā ar cilvēku R., 2002 9 - obligātā. Veics V. Uzvedības kultūra saskarsmē. R., 2000. L. Dubkēvičs, I. Ķestere. Saskarsme. Lietišķā etiķete. R., Jumava, 2003.
Course prerequisites	Experience in interface.

**Course contents**

Content	Full- and part-time intramural studies		Part time extramural studies	
	Contact Hours	Indep. work	Contact Hours	Indep. work
1. Interface concept. The structure of communicative competence.	2	2	1	2
2. Communication functions and types.	2	2	1	2
3. Individual communication style and the factors that affect communication quality.	5	3	1	4
4. Verbal communication. Speech and listening. Persuasion techniques. Interviewing skills.	4	4	2	10
5. Non-verbal communication and the role of expression contexts.	5	5	2	8
6. Effective interface, communication barriers, the principles of customer communication, interacting with partners.	4	6	2	8
7. People mutual perception and evaluation. Perceptual errors and causal attribution. Stereotypes and prejudice.	6	6	1	8
8. Interface in working groups and teams. Roles and cooperative principles.	4	4	2	8
9. Conflict. Conflict types, agents, dynamics and resolution capabilities. Behavioural tactics in the conflict.	4	4	2	8
10. Ethical aspects of access and communication culture. Tolerance and interaction prejudices. Communication at university.	4	4	2	6
<b>Total:</b>	<b>40</b>	<b>40</b>	<b>16</b>	<b>64</b>

**Learning outcomes and assessment**

Learning outcomes	Assessment methods
Understands communication process, structure, verbal and non verbal aspects of communication competence. Understands communication competence and communication skills improvement.	Case studies. Test.
Understands what is communication competence. Is aware of the weaknesses and strengths of own communication skills.	Self-assessment according to the formulated criteria.
Understands conflict situations. Knows about difficult communication partners. Can choose an adequate model of action.	Role play and situation simulation. Self-assessment and expert assessments.
Understands the principles of group collaboration. Understands the differences between group and team activities. Knows the phenomena of group and intergroup activity.	Analysis of group task presentation and self-assessments.
Can create a description of personal communication style.	Mutual rating (expert and self-assessment).

**Evaluation criteria of study results**

Criterion	%
Group task	30
Individual task	30
Independent task: analysis and presentation of a specific communication case	40
Total:	100

**Study subject structure**

Part	CP	Hours per Week			Tests			Tests (free choice)		
		Lectures	Practical	Lab.	Test	Exam	Work	Test	Exam	Work
1.	2.0	1.0	1.0	0.0	*			*		