



RTU Course "Basics of Communication"

01129 Sociālo zinātņu katedra

General data

Code	HPS120
Course title	Basics of Communication
Course status in the programme	Compulsory/Courses of Limited Choice; Courses of Free Choice
Course level	Undergraduate Studies
Course type	Academic
Field of study	Social Science
Responsible instructor	Gudzuka Sandra
Academic staff	Stašāne Sandra Girsova Laila Ģobiņa Vineta Šteinberga Airisa Kricka Ilze
Volume of the course: parts and credits points	1 part, 2.0 Credit Points, 3.0 ECTS credits
Language of instruction	LV
Possibility of distance learning	Not planned
Abstract	The subject of the course "Basics of Communication" suggests different contexts of communication in the fields of psychology, ethics, culture. Terminology and nature of communication. Verbal and nonverbal aspects. Interpersonal relationship in a group. Principles of human cooperation. Ethical regulation of human relationships. Influence of cultural norms. Conflict management. Communication style and behaviour etiquette at university. Nature of communicative competence.
Goals and objectives of the course in terms of competences and skills	Goal of this study designed to develop students' communicative competence, which include a) understanding of the interface situation, goals, and student's own and partner's interaction behavior, b) skills to select and use adequate means of communication. Students must be able to analyze the interaction of the situation, be able to argue their position in the discussion, should be able to choose the appropriate behavioral tactics. Understand their strengths and weaknesses of hand contact and be able to develop a personal communication style. Understand the principles of team cooperation, should be able to consciously choose his own role in a team, able to build effective communications in group
Structure and tasks of independent studies	Study the subject of a student acquisition of the following distinct tasks: 1) literary analysis, 2) communication skills training and learning skills of self-assessment during the semester and 3) conduct interviews a research project with the intention to develop interviewing and observation skills, 4) Group work organization, with a view to develop leadership skills, 5) the ability to access the personal analysis and exposition set up.
Recommended literature	Omarova S. Cilvēks runā ar cilvēku R., 2002 Veics V. Uzvedības kultūra saskarsmē. R., 2000. L. Dubkēvičs, I. Ķestere. Saksarsme. Lietišķā etiķete. R., Jumava, 2003.
Course prerequisites	Experience in interface.

Course outline

Theme	Hours
1. Interface concept. The structure of communicative competence.	2
2. Communication functions and types.	2
3. Individual communication style and the factors that affect communication quality.	2
4. Verbal communication. Speech and listening. Persuasion techniques. Interviewing skills.	4
5. Non-verbal communication and the role of expression contexts.	2
6. Effective interface, communication barriers, the principles of customer communication, interacting with partners.	4
7. People mutual perception and evaluation. Perceptual errors and causal attribution. Stereotypes and prejudice.	4
8. Interface in working groups and teams. Roles and cooperative principles.	4
9. Conflict. Conflict types, agents, dynamics and resolution capabilities. Behavioral tactics in the conflict.	4
10. Ethical aspects of access and communication culture. Tolerance and interaction prejudices. Communication at uni.	4

Learning outcomes and assessment

Learning outcomes	Assessment methods
Understanding of communication process, structure, verbal and non verbal aspects of communication competence. - Case studies. Pretest. Test. Understanding of communication competence and communication skills improvement. - Self-evaluation according to formulated criteria.	
Understanding of conflict situations, serious communication partners and the skill to choose the appropriate action model. - Role-playing and the simulation of situation. Self-assessment and expert ratings.	

Skills in team work, an understanding of group and team activities. - Group assignment presentations and self-analysis.	
Skills to create a personal communication style characteristics. - Mutual rating (expert and self-esteem) Final examination - test.	

Study subject structure

Part	CP	ECTS	Hours per Week			Tests			Tests (free choice)		
			Lectures	Practical	Lab.	Test	Exam	Work	Test	Exam	Work
1.	2.0	3.0	1.0	1.0	0.0	*			*		