Course Title „Interpersonal communication"

Course Syllabus

Course description or general overview

The aim of this course is to introduce the topics:

- verbal communication,
- non-verbal communication,
- interpersonal communication,
- effective communication,
- How to improve communication skills,
- communication style,
- 'difficult interlocutor',
- barriers to communication,
- communication errors,
- how to adapt the message to the recipient,
- active listening,
- giving feedback.

Training objectives:

- identifying errors and barriers to communication,
- getting to know one's own communication style: strengths and areas for development,
- acquire the ability to adapt communication style to the type of audience, taking into account effective communication skills,
- learning the techniques of active listening, expressing one's opinion and giving feedback,
- deepen awareness of the benefits of team communication and practice techniques for communicating a collaborative team.

Benefits of training:

- time savings through clear formulation of messages,
- achieving better individual and collective results,
- improved relations with colleagues due to a clear communication structure.

Participants will acquire knowledge of:

- factors influencing communication differences and communication problems in everyday work,

- techniques for effective communication: both the transmission of information and its reception,
- breaking down stereotypes, filters and resistance when communicating with a 'difficult interlocutor',
- individual communication style,
- possibilities of adapting their style to the audience.

Participants will acquire skills:

- to communicate in a way that allows you to understand your audience despite their differences and to achieve your goal,
- communicating effectively, with a focus on listening, understanding and skilful feedback,
- building messages in line with the intention and understanding the sender's messages in line with the assumption,
- identifying and analysing the problems that a lack of communication and cooperation raises.

Learning outcomes at the course/module level (according to Bloom`s taxonomy)

Participants will be able to:

1. **explain what is most important in communication** - how attentive listening helps to understand the interlocutor's point of view; what people expect when talking, namely to be listened to, disregarding what they say leads to disrespect and antagonism,

2. **how to communicate in a team** - in team communication, the way the message is constructed is very important; the guiding principle is to always try to speak to your subordinates from a position of , "I", never "you",

3. **explain and evaluate what effective communication is, when effective communication takes place** (i.e. when the receiver understands the message as the sender intended it to be conveyed, in effective communication the sender's information conveys the sender's intention and the receiver's interpretation coincides with the sender's intention),

4. **explain what communication is - interpersonal communication** - i.e. the exchange of information between its participants, where data carriers can be words (verbal communication), gestures (non-verbal communication), texts, images, sounds or electrical signals or radio waves,

5. **analzye and clarify what is not conducive to communication** - with low empathy and a lack of ability to correctly interpret body language and facial expressions, communication problems are inevitable; ineffective exchange of words can also be the result of stress, sleep deprivation, fatigue or irritability, poor wellbeing reduces the quality of communication and promotes misunderstandings,

6. **combine the types of communication** -
Interpersonal - (occurs between two people)
intrapersonal - (stands for inner monologue, talking to oneself)

social - (or group, when many people are involved in the conversation)
indirect - (through available media: telephone, computer, letters and others),

7. **explain and apply the communication processes** - ie:
- encoding of thoughts by the sender,
- broadcasting of the medium (physical transmission to the recipient through a formal or informal channel),
- receipt of the medium by the recipient of the message.
- reproducing the content of the information (decoding).
- feedback,

8. **identify and apply what you need to do to make** sure the **message is well understood** - i.e. make sure your interlocutor has understood what you want to communicate to them, ask for their opinion and during the conversation try to conclude your thoughts, especially if they are expressing some important view on the matter; don't cut off in the middle of a sentence, don't make them guess, because you can be misunderstood,

9. **identify what is most difficult about communication** - the tendency to accept or reject what the other person says is a frequent and powerful mechanism in almost everyone and is also one of the strongest barriers to communicating with other people,

10. **how to avoid communication errors and modify communication** - when you send or transmit a message, you need to make sure that the recipient has understood your message correctly. Sometimes communication errors can disrupt this process. To make sure your message is understood correctly, ask open-ended questions that start with the words 'why', 'how' and 'what'.

Upon completion of the course, participants will additionally be able to:

- make better use of or deal with the mechanisms of social cognition,
- recognise the specific communication needs of employees and tune into them,
- actively listen and use the 'I' message,
- use effective communication tools,
- identify and eliminate communication barriers,
- have effective, emotionally scorching-free conversations in difficult situations.

Course contents:

The sub-units that make up the learning theme:

1. Communication - definition
2. Verbal communication
3. Non-verbal communication
4. Elements of the communication process
5. Communication techniques
6. Emotions in communication
7. Conflict resolution

8. Communication process management