

NAME OF THE COURSE	Communication Skills					
Code	PMSN09	Year of study				
Course teacher	Ana Mršić Zdilar prof.	Credits (ECTS)	2,0			
Associate teachers		Type of instruction (number of hours)	L	S	E	F
			15	15		
Status of the course		Percentage of application of e-learning				
COURSE DESCRIPTION						
Course objectives	<ul style="list-style-type: none"> • to understand the basic concepts related to verbal and nonverbal communication, as well as the factors that influence these concepts; • to develop the skills of presentation planning, presentation structure, and presentation performance in the Croatian language; • to develop pragmatic language competence; • to adopt the basic principles of written communication. 					
Course enrolment requirements and entry competences required for the course	None.					
Learning outcomes expected at the level of the course (4 to 10 learning outcomes)	tudents will be able to: <ol style="list-style-type: none"> 1. describe the theories and models of communication; 2. employ active listening techniques; 3. demonstrate questioning skills; 4. give a technical presentation; 5. critically evaluate their own communication skills; 6. recognize disfluent speech; 7. negotiate and demonstrate the skills of assertive communication. 					
Course content broken down in detail by weekly class schedule (syllabus)	Definitions of communication; Overview of the theory of communication; Cross-cultural communication Verbal and nonverbal communication Questioning as a communication skill Active listening and Barriers to active listening Written communication; Project reports Presentation skills (systematic guide) Technical presentation Technical presentation and peer evaluation Assertive communication and Critical thinking Public speaking skills Types of speech disfluencies Group and Team communication					
Format of instruction						
Student responsibilities	Active participation in all activities: lectures, consultations, searching the literature, individual work.					

Screening student work (name the proportion of ECTS credits for each activity so that the total number of ECTS credits is equal to the ECTS value of the course)	Name	Ects	Name	Ects	Name	Ects
Grading and evaluating student work in class and at the final exam	The final grade is determined as the average of: <ul style="list-style-type: none"> • assessment of oral presentation and peer assessment of oral presentation; • assessment of written communication skills, • written and oral assessment. 					
Required literature (available in the library and via other media)	Title			Number of copies in the library	Availability via other media	
				0		
Optional literature (at the time of submission of study programme proposal)	Davies, J. W.: Communication skills: A Guide for Engineering and Applied Science Students. Pearson: Prentice Hall, 2001 Harris, T. E., Sherblom, J.C.: Small Group and Team Communication. Pearson Education/Allyn & Bacon, 2010.Press/Wiley, 2003					
Quality assurance methods that ensure the acquisition of exit competences	<ul style="list-style-type: none"> • Evaluation of results in accordance with the above learning outcomes • Feedback from students via surveys • Self-evaluation of teachers • Institutional and non-institutional evaluations 					
Other (as the proposer wishes to add)	No.					