



Утвърдил:

Декан

Дата

СОФИЙСКИ УНИВЕРСИТЕТ "СВ. КЛИМЕНТ ОХРИДСКИ"

Факултет: Философски

Специалност:

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Магистърска програма **Обща психология на английски език**

УЧЕБНА ПРОГРАМА

Курс:

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Communication Skills

Преподавател: доц. д-р Людмила Андреева

Учебна заетост	Форма	Хорариум
Аудиторна заетост	Lectures	8
	Seminars	7
Обща аудиторна заетост		
Извънаудиторна заетост	12 weekly quizzes	
	Weekly independent work in Moodle	
	Homework assignments	
Обща извънаудиторна заетост		
ОБЩА ЗАЕТОСТ		
Кредити аудиторна заетост		
Кредити извънаудиторна заетост		
ОБЩО ЕКСТ		

№	Grade formation	% of the final grade
1.	Weekly quizzes and homework assignments	30%
2.	Final Test	70%

Quizzes and tests are graded as follows:

- 85-100% - excellent 6
- 70-84% - very good 5
- 60-69% - good 4
- 50-59% - satisfactory 3
- <49% - fail 2

Information about the Course:
The course explores a topic with obvious relevance to students' own personal lives, and great potential for personal benefit. It emphasizes the transactional nature of interpersonal relationships. It presents communication not as a collection of techniques people use on others, but as a process they engage in with them. The students will learn that even the most competent communication doesn't always seek to create warm relationships and that even less personal interaction usually has the best chance of success when handled in a constructive, respectful manner. Grounded in scholarly research, the course stresses the importance of interpersonal communication in the workplace: it will equip students with communication strategies that will enhance career success. Topics include managing emotions on the job, effective

nonverbal communication in employment interviews, avoiding negative self-fulfilling prophecies in the workplace, integrating newcomers into an organization's culture, dealing with workplace romances, and leaving a job on a positive note.

Prerequisites:
None

Aims of the course:
<p>When students finish this course, they will:</p> <ul style="list-style-type: none"> • understand how communication works; • gain active listening and responding skills; • see things from other points of view; • manage their assumption more effectively; • understand their own strengths; • understand how others may see them; • look at body language; • increase their confidence; • have understanding about difficult people or situations; • have enriched their communication skills.

Topics

№	Topic:	Хорар иум
1	ABOUT COMMUNICATION Why Do We Communicate? The Nature of Communication. How Do We Communicate Interpersonally? Building One's Communication Competence.	0,5
2	CULTURE AND GENDER Understanding Culture and Communication. How Culture Affects Communication. Understanding Gender and Communication. How Gender Affects Communication.	0,5
3	COMMUNICATION AND THE SELF Understanding the Self: Your Self-Concept. Presenting the Self: Image Management. Communicating the Self: Self-Disclosure.	0,5
4.	INTERPERSONAL PERCEPTION Perception is a Process. Fundamental Forces in Interpersonal Perception. How We Explain What We Perceive.	0,5
5.	LANGUAGE The Nature of Language. Appreciating the Power of Words. How We Use and Abuse Language. Improving Your Language Use.	0,5
6.	NONVERBAL COMMUNICATION The Nature of Nonverbal Communication. Ten Channels of Nonverbal Communication. Functions of Nonverbal Communication. Improving Your Nonverbal Communication Skills.	0,5
7.	LISTENING The Nature of Listening. Ways of Listening. Common Barriers to Effective Listening. Becoming a Better Listener.	1
8.	INTERPERSONAL COMMUNICATION IN SOCIAL RELATIONSHIPS Why Social Relationships Matter. Forming and Maintaining Social Bonds. Characteristics of Friendships. Social Relationships in the Workplace.	1
9.	INTIMATE RELATIONSHIPS The Nature of Intimate Relationships. Communicating in Romantic Relationships. Communicating in Families. Improving Communication in Intimate Relationships.	1
10.	INTERPERSONAL CONFLICT What is Interpersonal Conflict? Conflict in Personal Relationships. Power and Conflict. Managing Interpersonal Conflict.	1
11.	DECEPTIVE COMMUNICATION The Nature of Interpersonal Deception. Deceptive Acts are Diverse. Communication Behaviors and Deception. Detecting Lies in Different Contexts.	1

12.	EMOTIONS Emotion in Interpersonal Communication. The Nature of Emotion. Influences on Emotional Experience and Expression. Emotional Communication Skills.	1
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Topics, which will be included in the Final Test

№	Topic:
1	ABOUT COMMUNICATION
2	CULTURE AND GENDER
3	COMMUNICATION AND THE SELF
4.	INTERPERSONAL PERCEPTION
5.	LANGUAGE
6.	NONVERBAL COMMUNICATION
7.	LISTENING
8.	INTERPERSONAL COMMUNICATION IN SOCIAL RELATIONSHIPS
9.	INTIMATE RELATIONSHIPS
10.	INTERPERSONAL CONFLICT
11.	DECEPTIVE COMMUNICATION
12.	EMOTIONS

References

- Hanna, S. L., Suggett, R. & Radtke, D. (2008). *Person to Person: Positive Relationships Don't Just Happen*. Upper Saddle River, NJ: Pearson Education.
- Floyd, K. (2009). *Interpersonal communication*. Boston: McGrawHill.
- Thompson, N. (2002). *People Skills* (2nd ed.). New York, NY: Palgrave.
- Worth. R. (2004). *Communication skills* (2nd ed.). New York: NY: Ferguson.

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Lecturer: Assoc. Prof. Ludmilla Andreeva, Ph.D.