

**SOFIA UNIVERSITY ST. KLIMENT OHRIDSKI
DEPARTMENT OF GENERAL, EXPERIMENTAL, AND
DEVELOPMENTAL PSYCHOLOGY
CONTINUING EDUCATION COURSES**

ASSOC. PROF. LUDMILLA ANDREEVA, PH.D.

**COMMUNICATION
SKILLS**

**A distance-learning
course**

Duration: 12 weeks

The course explores a topic with obvious relevance to learners' 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. Learners will discover 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 learners 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.



1. ABOUT COMMUNICATION

Why Do We Communicate? The Nature of Communication. How Do We Communicate Interpersonally? Building One's Communication Competence.

2. CULTURE AND GENDER

Understanding Culture and Communication. How Culture Affects Communication. Understanding Gender and Communication. How Gender Affects Communication.

3. COMMUNICATION AND THE SELF

Understanding the Self: Your Self-Concept. Presenting the Self: Image Management. Communicating the Self: Self-Disclosure.

4. INTERPERSONAL PERCEPTION

Perception is a Process. Fundamental Forces in Interpersonal Perception. How We Explain What We Perceive.

5. LANGUAGE

The Nature of Language. Appreciating the Power of Words. How We Use and Abuse Language. Improving Your Language Use.

6. NONVERBAL COMMUNICATION

The Nature of Nonverbal Communication. Ten Channels of Nonverbal Communication. Functions of Nonverbal Communication. Functions of Nonverbal Communication. Improving Your Nonverbal Communication Skills.

7. LISTENING

The Nature of Listening. Ways of Listening. Common Barriers to Effective Listening. Becoming a Better Listener.

8. INTERPERSONAL COMMUNICATION IN SOCIAL RELATIONSHIPS

Why Social Relationships Matter. Forming and Maintaining Social Bonds. Characteristics of Friendships. Social Relationships in the Workplace.

9. INTIMATE RELATIONSHIPS

The Nature of Intimate Relationships. Communicating in Romantic Relationships. Communicating in Families. Improving Communication in Intimate Relationships.

10. INTERPERSONAL CONFLICT

What is Interpersonal Conflict? Conflict in Personal Relationships. Power and Conflict. Managing Interpersonal Conflict.

11. DECEPTIVE COMMUNICATION

The Nature of Interpersonal Deception. Deceptive Acts are Diverse. Communication Behaviors and Deception. Detecting Lies in Different Contexts.

12. EMOTION

Emotion in Interpersonal Communication. The Nature of Emotion. Influences on Emotional Experience and Expression. Emotional Communication Skills.



APPLICATIONS:

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were gathered; altering documents affecting academic records; forging signatures or authorizing false information on an official academic document, grade, letter, form or any other university document.

- **Plagiarism:** Submitting material that in part or whole is not one's own work; submitting one's own work without properly attributing the correct sources of its content.
- **Multiple Submissions:** Submitting identical papers or course work for credit in more than one course without prior permission of the instructor.

A breach of ethics or act of dishonesty can result in:

- failure of an entire course (blatant plagiarism, cheating on a test or quiz);
- academic suspension or expulsion from the university.

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.

Standards of Academic Integrity

Generally, academic fraud and dishonesty include, but are not limited to the following categories: cheating, fabrication, plagiarism, multiple submissions, etc.

- **Cheating:** Using unauthorized notes, aids or information on an examination; altering a graded work prior to its return to a faculty member, allowing another person to do one's own work and submitting it for grading.

- **Fabrication:** Inventing or falsifying information, data or citation; presenting data gathered outside of acceptable professorial guidelines; failing to provide an accurate account of how information, data or citations

were gathered; altering documents affecting academic records; forging signatures or authorizing false information on an official academic document, grade, letter, form or any other university document.

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