

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet:	Komunikacijski trening
Course title:	Communication Skills Training

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Informatika v sodobni družbi, visokošolski strokovni študijski program prve stopnje	-	Drugi ali tretji	Četrty ali šesti
Informatics in Contemporary Society, first cycle Professional Study Programme	-	Second or third	Fourth or sixth

Vrsta predmeta / Course type

Izbirni / Elective

Univerzitetna koda predmeta / University course code:

1-ISD-VS-IP-KT-2020-05-14

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje work	Druge oblike študija	Samost. delo Individ. work	ECTS
15	-	60	-	-	105	6

Nosilec predmeta / Lecturer: prof. dr. Mateja Rek

Jeziki / Languages:

Predavanja / Lectures: Slovenski / Slovenian, Angleški / English

Vaje / Tutorial: Slovenski / Slovenian, Angleški / English

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

Ni posebnih pogojev.

Prerequisites:

No special conditions.

Vsebina:

- *Uvod v predmet.* Definicija, vloga in pomen medosebnega komuniciranja; pomen socialne interakcije in odnosov; kontekstualni in razvojni vidik medosebne komunikacije; funkcije medosebnega komuniciranja.
- *Ključna načela medosebnega komuniciranja:* neizogibnost,

Content (Syllabus outline):

- *Introduction to the course.* Definition, role and the importance of interpersonal communication; the importance of social interaction and relationships; contextual and developmental aspects of interpersonal communication; functions of interpersonal communication.

ireverzibilnost, kompleksnost, kontekstualna odvisnost.

- *Oblike in sestavni deli komuniciranja*: verbalna in neverbalna komunikacija; oblike govorov; sestavni deli komunikacijske tehnike.
- *Znanje in veščine dobrega govorca, odnos do nastopov in predstavitev.*
- *Etika komuniciranja.*

- *Key principles of interpersonal communication*: the inevitability, irreversibility, complexity, contextual dependence.
- *Forms and components of communication*: verbal and non-verbal communication; types of speeches; components of communication techniques
- *Knowledge and skills of a good speaker, relationship to performances and presentations.*
- *The ethics of communication.*

Temeljni literatura in viri / Readings:

- Rek, M. (2019). *Umetnost komuniciranja v kontekstu pozne moderne*. Ljubljana: Vega Press.
- Hargie, O. (2020). *The Handbook of Communication Skills*. Routledge.
- Orey, M. (2015). *Communication Skills Training*. Atd Press.

Cilji in kompetence:

Učna enota prispeva k razvoju naslednjih splošnih in predmetno-specifičnih kompetenc:

- sposobnost fleksibilne in aplikativne uporabe teoretičnega znanja
- zmožnost vzpostavljanja in vzdrževanja odnosov za delo v skupini in z drugimi uporabniki ter skupinami (lokalna skupnost, organizacije javne uprave, gospodarstvo, nevladne organizacije)
- sposobnost etične refleksije in zavezanost profesionalni etiki v družbenem okolju
- organizacijske in vodstvene spretnosti ter uporaba v organizacijah, ob razumevanju individualnih vrednot in skupinskih vrednotnih sistemov za obvladovanje profesionalno-etičnih vprašanj
- komuniciranje s strokovnjaki iz različnih področij gospodarskega in družbenega življenja ter z različnimi interesnimi skupinami

Objectives and competences:

The instructional unit contributes to the development of the following general and subject-specific competences:

- ability to flexibly apply knowledge in practice
- ability to establish and maintain relationships for group-work as well as with other users and groups (local communities, public administration organizations, industry, non-governmental organizations)
- ability to ethical reflexion and commitment to professional ethics in the social environment
- managerial and leadership skills and their use in institutions, while understanding individual values and group value systems for the management of professional – ethical questions
- communication with experts from various fields of economic and social life and with various interest groups

Predvideni študijski rezultati:

Znanje in razumevanje:

Študent/študentka:

- pozna in razume pomen medosebnega komuniciranja
- pozna in razume ključne definicije, koncepte in funkcije medosebnega komuniciranja
- obvladuje osnove učinkovitega medosebnega komuniciranja, verbalnega in neverbalnega
- razume delovanje dejavnikov, ki vplivajo na uspešnost govorjenja in jih zna upoštevati v komunikacijskem procesu
- reflektira in kritično ovrednoti različne komunikacijske izkušnje

Intended learning outcomes:

Knowledge and understanding:

The student:

- knows and understands the importance of interpersonal communication
- knows and understands key definitions, concepts and functions of interpersonal communication
- understands the basics of effective interpersonal communication, verbal and non-verbal
- understands the functioning of factors that affect the success of speaking and knows how to take them into account in the communication process
- reflects and critically evaluates different communication experiences

Metode poučevanja in učenja:

- *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov)
- *seminarske vaje* (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, diskusija, sporočanje povratne informacije, socialne igre)
- *eksperimentalne vaje*, ki temeljijo na izkušenjskem, sodelovalnem in problemskem učenju (samostojno učenje, diskusija, razlaga, opazovanje, timsko delo, študija primera, metode kritičnega branja in pisanja, igra vlog, sodelovalno učenje, portfolijo, evalvacija, samoocenjevanje)
- individualne in skupinske *konsultacije* (diskusija, dodatna razlaga, obravnava specifičnih vprašanj)
- *oblikovanje portfolija in samostojen študij* (motiviranje, usmerjanje, samoopazovanje,

Learning and teaching methods:

- *lectures* with active students' involvement (explanation, discussion, questions, examples, problem solving)
- *seminar practice* (reflection on the acquired knowledge, project work, team work, critical thinking methods, discussions, feedback messaging, social games)
- laboratory tutorials that are based on experiential, collaborative and problem-based learning (self-study, discussion, interpretation, observation, teamwork, case study, methods of critical reading and writing, role playing, cooperative learning, portfolio, evaluation, self-assessment)
- individual and group *consultations* (discussion, additional explanation, dealing with specific questions)
- creation of a portfolio and individual study (motivation, guidance, self-observation, self-regulation, reflection, self-evaluation)

samouravnavanje, refleksija, samoocenjevanje)	
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Načini ocenjevanja:	Delež (v %) / Weight (in %)	Assessment:
Način (pisni izpit, ustno izpraševanje, naloge, projekt): <ul style="list-style-type: none"> • pisni izpit • empirična seminarska naloga ali serija poročili z vaj • verbalna predstavitev seminarske naloge 	50 25 25	Type (examination, oral, coursework, project): <ul style="list-style-type: none"> • written exam • seminar work or several written assignments • presentation of seminar paper

Reference nosilca / Lecturer's references:

<ul style="list-style-type: none"> • REK, Mateja. Umetnost komuniciranja v kontekstu pozne moderne. 1. izd. Ljubljana: Vega, 2019. • REK, Mateja, GORJUP, Nina. Planning and implementing promotion in small and micro enterprises: bridging the gap between intentions and actual behaviour. Innovative issues and approaches in social sciences, ISSN 1855-0541, 2019, vol. 12, no. 1, str. 6-25. • GORJUP, Nina, REK, Mateja. Mala in mikro podjetja v vrtincu promocijskih naporov. 1. izd. Ljubljana: Vega, 2016. • GORJUP, Nina, REK, Mateja. Odnos do promocije v poslovno uspešnih malih in mikro podjetjih. 1. izd. Ljubljana: Vega, 2016. • REK, Mateja, MAKAROVIC, Matej, ŠKABAR, Matjaž. Identifying complex cultural conditions of globalization in late modernity: a fuzzy set analysis of 30 countries. European Journal of Science and Theology, ISSN 1841-0464, feb. 2017, vol. 13, no. 1, str. 173-188. • REK, Mateja, OZVATIC, Tanja. Using the specific affect coding system to observe affective behaviour in public speaking. Research in social change, ISSN 2463-8226, Jan. 2017, vol. 9, iss. 1, str. 28-48.
