

## Information sheet for the course Communication Skills

<b>University:</b> <i>Alexander Dubček University of Trenčín</i>	
<b>Faculty:</b> <i>Faculty of Social and Economic Relations</i>	
<b>Course unit code:</b> <i>VSV6</i>	<b>Course unit title:</b> <i>Communication Skills</i>
<b>Type of course unit:</b> <b>optional</b>	
<b>Planned types, learning activities and teaching methods:</b> <i>Lecture:)</i> <i>Seminar: 2 hours weekly/28 hours per semester of study; face to face</i>	
<b>Number of credits:</b> <i>2</i>	
<b>Recommended semester:</b> <i>6<sup>th</sup> semester 3<sup>rd</sup> year</i>	
<b>Degree of study:</b> <i>I. (bachelor)</i>	
<b>Course prerequisites:</b> <i>none</i>	
<b>Assesment methods:</b> <i>Communication and presentation is an interactive subject that takes the form of a training of communication skills, presentations, argumentations. The final evaluation of the subject - based on the analysis and correction of communication problems of a public speech on the selected topic via method of video training feedback and fulfillment of interim communication exercises.</i>	
<b>Learning outcomes of the course unit:</b> <i>A student completing the course will gain knowledge of the historical context of rhetoric and content of communication skills, which are among the most important skills for personal development and form the basis of all social and psychological skills. The student will know the problems of social communication in all aspects of the organization of public administration, its structure, functions and principles of effective communication. The student will understand the issue of the communication process, communication barriers and their overcoming, empathy, assertiveness and the method of active listening. After successful completion of a learning process, the student will be able to make presentations and public appearances as a student and then as a Public Administration and Regional Development Specialist.</i>	
<b>Course contents:</b> <ol style="list-style-type: none"> <li><i>1. Introduction to the subject, contents of the course.</i></li> <li><i>2. Rhetoric as a communication skill.</i></li> <li><i>3. Communication and its components. Laws of verbal and nonverbal communication, communication model.</i></li> <li><i>4. The components of non-verbal communication - facial expressions, gestures, haptics, posturics, kinesics, proxemics.</i></li> <li><i>5. A professional image as part of the nonverbal communication of public officials.</i></li> <li><i>6. Verbal communication and rhetoric. Paralinguistic aspect of professional communication.</i></li> <li><i>7. Speeches, presentations. Categories of speaking style: lecture and presentation, political speech, oration, speech at social event, contribution to discussion.</i></li> <li><i>8. Communication barriers and errors in assessing people. Empathy, the contact with the audience and methods of effective communication.</i></li> <li><i>9. Communication and feedback. Active listening and questioning as a basis for the interview.</i></li> <li><i>10. Conversation with employees, clients. Effective work meetings.</i></li> <li><i>11. Written communication, telephone and electronic communications in public administration.</i></li> <li><i>12. Public relations, the nature of "public relations", objectives, forms, methods and ethical principles.</i></li> <li><i>13. Speech as a challenging situation</i></li> </ol>	
<b>Recommended of required reading:</b>	

Živčicová, E.: *Základy psychológie. FSEV, TnUAD Trenčín 2011*  
 Živčicová, E.: *Základy psychológie učenia. Univerzita Jana Amose Komenského, Praha 2011*  
 Živčicová E.: *Základy psychológie. Učebné texty. FSEV TnUAD, Trenčín 2006*  
 Živčicová, E.: *Profesionálna komunikácia. In: Finančný manažment a controlling. IURA EDITION 2008*  
 Živčicová, E.: *Neverbálna komunikácia. In: Personálny manažment nielen pre personalistov. IURA EDITION 2009*  
 Boroš, J.: *Základy sociálnej psychologie. IRIS, Bratislava 2001*  
 Hloušková, I.: *Vnitrofiremní komunikace. Grada, Praha 1997*  
 Slanačová, D.: *Základy praktickej rétoriky. Náuka, Prešov 2001*  
 Štika, J. – Rymeš, M. – Riegel, K. – Hoškovec, J.: *Základy psychologie práce a organizace. Karolinum, Praha 1996*  
 Tegze, O.: *Neverbální komunikace. Computer Press, Praha 2003*  
 Výrost, J. – Slaměnik, I.: *Sociální psychologie. Portál, Praha 1997*  
 Časopis FSEV – Sociálno-ekonomická revue.

**Language:** Slovak

**Remarks:**

*The course is offered in the summer semester of the third year of full-time and external undergraduate studies. This course is required elective.*

**Evaluation history:**

A	B	C	D	E	FX
41.27	37.3	8.73	5.56	3.17	3.97

**Lectures:**

*Mgr. Kristína Račková, PhD.*

**Last modification:** 02.06.2014

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