

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	Četrти
Informatics in Contemporary Society, first cycle Professional Study Programme	-	Second	Fourth

Vrsta predmeta / Course type	Izbirni / Elective
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Univerzitetna koda predmeta / University course code:	1-ISD-VS-IP-KT-2020-05-14
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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
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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.
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Vsebina:

<ul style="list-style-type: none"> • 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, 	<p>Content (Syllabus outline):</p> <ul style="list-style-type: none"> • 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.
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<p>ireverzibilnost, kompleksnost, kontekstualna odvisnost.</p> <ul style="list-style-type: none"> • <i>Oblike in sestavni deli komuniciranja:</i> verbalna in neverbalna komunikacija; oblike govorov; sestavni deli komunikacijske tehnike. • <i>Znanje in veščine dobrega govorca, odnos do nastopov in predstavitev.</i> • <i>Etika komuniciranja.</i> 	<ul style="list-style-type: none"> • <i>Key principles of interpersonal communication:</i> the inevitability, irreversibility, complexity, contextual dependence. • <i>Forms and components of communication:</i> verbal and non-verbal communication; types of speeches; components of communication techniques • <i>Knowledge and skills of a good speaker, relationship to performances and presentations.</i> • <i>The ethics of communication.</i>
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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)

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

Reference nosilca / Lecturer's references:

- 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, MAKAROVIČ, 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, OZVATIČ, 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.