

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet: Komunikacijski trening
Course title: Communication Training

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Socialni menedžment (VS) / Social management (BA)	Program nima smeri / Program has a single course	Drugi / Second	Četrty / Fourth
Prva stopnja / First level		Tretji / Third	Šesti / Sixth

Vrsta predmeta / Course type Izbirni / Elective

Univerzitetna koda predmeta / University course code: KT / CT

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje work	Druge oblike študija	Samost. delo Individ. work	ECTS
20	0	40	0	0	120	6

Nosilec predmeta / Lecturer: izr. prof. dr. Andrej Kovačič / Assoc. Prof. Andrej Kovačič, Ph.D.

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 prerequisites.

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, ireverzibilnost, kompleksnost, kontekstualna odvisnost
- Oblike in sestavni deli komuniciranja: verbalna in neverbalna komunikacija;

Content (Syllabus outline):

- Introduction to the course
- Definition, role and significance of interpersonal communication; significance of social interaction and relationships; contextual and developmental aspects of interpersonal communication; functions of interpersonal communication
- Key principles of interpersonal communication: unavailability, irreversibility, complexity, dependence on context
- Forms and components of communication:

oblike govorov; sestavni deli komunikacijske tehnike

- Znanje in veščine dobrega govorca, odnos do nastopov in predstavitev
- Etika komuniciranja

verbal and non-verbal communication; forms of speeches; components of a communication technique

- Knowledge and skills of a good speaker, attitude towards performances and presentations
- Communication ethics

Temeljni literatura in viri / Readings:

Horgie, O. (2010): *Skilled Interpersonal Communication: Research, Theory and Practice*. Routledge.

Hartley, P. (1999): *Interpersonal Communication*. London : Routledge.

Kovačič, A. (2014): *Action Formula for Influence, Pro-active Communication Techniques - učno gradivo*.

O'Connor, Joseph, Lages, Andrea (2007): *How coaching works*. A & C Black Publishers Ltd.

Sloane, T. O. (2001): *Encyclopedia of Rhetoric*. Oxford: Oxford University Press.

Cilji in kompetence:

Pridobitev splošnih kompetenc:

- sposobnost fleksibilne uporabe znanja v praksi;
- razvoj komunikacijskih sposobnosti in spretnosti za komuniciranje z različnimi okolji;
- sposobnost mreženja na področju socialnih dejavnosti;
- čut za odgovornost do soljudi, družbe in narave;
- etična refleksija in zavezanost profesionalni etiki v družbenem okolju s spoštovanjem načela nediskriminatornosti in multikulturalnosti.

Pridobitev predmetno-specifičnih kompetenc:

- občutljivost za ljudi in socialno okolje ter razvoj komunikacijskih sposobnosti

Objectives and competences:

Acquisition of general competences:

- ability to flexibly apply knowledge in practice;
- developing communication skills in different communication settings and environments;
- the ability to network in the field of social activities;
- a sense of responsibility towards people, society and nature;
- ethical self-reflection and commitment to professional ethics in a society, demonstrating respect towards indiscriminate and multicultural society.

Acquisition of course-specific competences:

- sensitivity to other people and to the social environment, development of

in spretnosti, posebej komunikacije v mednarodnem okolju;

- veščine retorike;
- zmožnost vzpostavljanja in vzdrževanja kooperativnih odnosov za delo v skupini in z drugimi uporabniki in skupinami (lokalna skupnost, organizacije javne uprave, gospodarstvo, nevladne organizacije) ter zmožnost strpnega dialoga;
- organizacijske in vodstvene spretnosti v organizacijah, ob razumevanju individualnih vrednot in skupinskih vrednotnih sistemov, z obvladovanjem profesionalno-etičnih vprašanj;
- komuniciranje s strokovnjaki iz različnih področij gospodarskega in družbenega življenja ter z različnimi interesnimi skupinami.

communication skills, especially those connected to the context of international environment;

- arts of rhetorics;
- the ability to establish and maintain cooperative relations required in team work and in working with other users and teams (local community, public administration organisations, economy, NGOs), and the ability to engage in tolerant dialogue;
- organisational and leadership skills essential for operations within organisations, as well as understanding of individual values and collective value systems, and proficiency in dealing with professional and ethical questions;
- communication with experts from different areas of economy and social life, as well as with different interest groups.

Predvideni študijski rezultati:

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 govorenja in jih zna upoštevati v komunikacijskem procesu, vključujoč (med)kulturno perspektivo;
- reflektira in kritično ovrednoti različne komunikacijske izkušnje.

Intended learning outcomes:

Students will:

- know and understand the significance of interpersonal communication;
- know and understand key definitions, concepts and functions related to interpersonal communication;
- master the basics of efficient interpersonal communication, verbal and non-verbal;
- understand the functioning of factors, which influence successful speaking, and consider them during a communication process, including (inter)cultural perspective;
- reflect upon and critically evaluate different communication experiences.

Metode poučevanja in učenja:

- Predavanja z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov)
- Sprotne naloge na vajah in doma (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, diskusija,

Learning and teaching methods:

- Lectures with active student participation (explanation, discussion, questions, cases, problem solving)
- Seminars at workshops and home assignments (reflexion about experiences, project work, team work, method of critical

<p>sporočanje povratne informacije, socialne igre)</p> <ul style="list-style-type: none"> • Eksperimentalne vaje, ki temeljijo na izkušnjskem, 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) • Uporaba spletne učilnice oziroma drugih sodobnih IKT orodij • Individualne in skupinske konzultacije (diskusija, dodatna razlaga, obravnava specifičnih vprašanj) 	<p>thinking, discussion, feed-back, social games)</p> <ul style="list-style-type: none"> • Experimental exercises based on experience, co-operation, problem learning (individual study, discussion, explanation, observation, team work, case study, method of critical reading and writing, role play, co-operative learning, portfolio, evaluation and self-evaluation) • Use of online classroom or other contemporary ICT tools • Individual consultations (discussion, additional explanation, treatment of specific questions)
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Načini ocenjevanja:

Delež (v %) /
Weight (in %)

Assessment:

<p>Načini:</p> <ul style="list-style-type: none"> • Pisni/ustni izpiti • Seminarske vaje • Eksperimentalne vaje <p>Ocenjevalna lestvica – skladno s Pravilnikom o preverjanju in ocenjevanju znanja.</p>	<p>50%</p> <p>20%</p> <p>30%</p>	<p>Types:</p> <ul style="list-style-type: none"> • Written/oral exam • Seminar work • Experiment practice <p>Grading is in accordance with the Faculty's evaluation Ordinance.</p>
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Reference nosilca / Lecturer's references:

KOVAČIČ, Andrej, PODGORNIK, Nevenka. The sociological view of a late-modern individual's identity. *Innovative issues and approaches in social sciences*, ISSN 1855-0541, May 2017, vol. 10, no. 2, str. 21-41, ilustr. <http://www.iiass.com/pdf/IIASS-volume10-number2-2017.pdf>, doi: 10.12959/issn.1855-0541.IIASS-2017-no2-art02.

KOVAČIČ, Andrej, PODGORNIK, Nevenka, PRISTOV, Zorica, RASPOR, Andrej. Mobbing in a non-profit organisation. *Organizacija: revija za management, informatiko in kadre*, ISSN 1318-5454. [Tiskana izd.], maj 2017, vol. 50, no. 2, str. 178-187, tabele. <http://organizacija.fov.uni-mb.si/index.php/organizacija/article/view/761>, doi: 10.1515/orga-2017-0012.

KOVAČIČ, Andrej. An international research on internet media news reporting. *Innovative issues and approaches in social sciences*, ISSN 1855-0541, May 2015, vol. 8, no. 2, str. 112-129. <http://www.iiass.com/pdf/IIASS-2015-no2-art06.pdf>, doi: 10.12959/issn.1855-0541.IIASS-2015-no2-art06

KOVAČIČ, Andrej. The Action Model For Measuring Influence In Advertising. *Innovative Issues and Approaches in Social Sciences*, vol.7, no.3:90-103, DOI:<http://dx.doi.org/10.12959/issn.1855-0541.IIASS-2014-no3-art05>.

KOVAČIČ, Andrej, PODGORNIK, Nevenka. Testing CASC scale for measuring emotional and rational advertising and media effects. *Innovative issues and approaches in social sciences*, ISSN 1855-0541, 2013, vol. 6, no. 2, str. 82-97, ilustr. <http://www.iiass.com/pdf/IIASS-volume6-number2-article6.pdf>. [COBISS.SI-ID 1024586049].

KOVAČIČ, Andrej. Using the method of observation in testing media advertising. *Research in social change*, ISSN 1855-4202, may 2013, no. 5, iss. 2, str. 5-22. [COBISS.SI-ID 1024585793].

KOVAČIČ, Andrej. How to measure the effects of advertising communication: a research methodology overview. *Research in social change*, ISSN 1855-4202, may 2012, no. 4, iss. 2, str. 85-113. [COBISS.SI-ID 1024532801].

PODGORNIK, Nevenka, KOVAČIČ, Andrej. Conceptualization of mental constructs in clients attending reality orientation therapy. *Raziskave in razprave*, ISSN 1855-6280, 2014, vol. 7, no. 1, str. 3-30.