

FACULTY OF ENGINEERING STUDY COURSE DESCRIPTION

Course Title:	Professional Communication in Engineering Sciences				
Course code (LAIS):					
Study programme:					
Level of Study programme:	<input type="checkbox"/>	1st level professional higher education			
	<input type="checkbox"/>	Professional Bachelor			
	<input type="checkbox"/>	Professional Master			
	<input type="checkbox"/>	Academic Master			
	<input type="checkbox"/>	PhD level			
Type of Study programme:	<input type="checkbox"/>	Compulsory course (Part A)			
	<input type="checkbox"/>	Professional specialization courses (Part B, compulsory)			
	<input type="checkbox"/>	Professional specialization optional courses (Part B, optional)			
	<input type="checkbox"/>	Elective courses (Part C)			
Course Workload:	Credits	ECTS	Academic hours	Contact hours	Independent work hours
Full time	2	3	80	32	48
Course Author/ Tutor:	Agita Smitina				
	Assistant Professor, Dr.Sc.Admin				
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	Consultation: according to the schedule for each semester				
Study Form:	Full time studies				
Study year, semester:	1 st year, 2 nd semestr				
Language:	Latvian/English				
Prerequisites for the Course:					
Course Summary:	<p>The goal of study course is to give theoretical and practical knowledge about professional interpersonal communications, ethics and etiquette in organizations, especially in IT field and projects. Students will improve their communication, presentation and sales skills, develop an understanding of teamwork efficiency, as well as increases knowledge about career development, goal setting and self-presentation skills in different situations- job interviews, project defence.</p> <p>The tasks of the course also include awareness of interpersonal communication in groups and organizations, change and conflict management; effective communication, leadership and management skills will be trained in practical workshops and seminars.</p> <p>The course will also emphasize issues of work motivation theories, discovering of entrepreneurial potential, as well as questions about effective stress management and the importance of emotional and communicative competence.</p> <p>In workshops students will do various self-research work, participate in cooperation and team work tasks, as well as train and develop their professional communication skills regarding active listening processes, non-verbal and verbal communication processes as well as on the exploration and improvement of different communication styles, giving effective feedback in conflict resolutions processes, team building activities etc.</p>				
Assessment:	<p>Written exam, home works, participation in seminars, team building training Self-study essay. Case study about communications in projects. Study of literature</p>				
Requirements for Credits:	<p>Compulsory attendance of seminars and practical workshops –in class or online (85%). Missed lessons may be compensated by an individual assignment. All the independent assignments should be submitted in a timely fashion. They should be fulfilled corresponding to the methodological instructions. All the independent assignments should have a positive assessment. Active participation in seminars and workshops by conducting of practical training Mini-tests on study tasks</p>				

	Adherence to the ViA Statement of Academic Ethics. Self-study essay	
Abiding by the Academic Ethics	<p>Students must abide by the academic and research ethics, Vidzeme University of Applied Sciences Ethics Regulations, incl.:</p> <ul style="list-style-type: none"> – study papers must be independently developed; – the study work should reference all statements, ideas and data used that have been authored by someone else; – appropriate data acquisition methods should be used in the acquisition of data, the research ethics must be respected, empirical data must be collected independently and cannot be distorted or falsified; – the examination must be carried out by the student independently, without the use of supporting materials and/or consultations with other students, unless the lecturer states otherwise. <p>In the event of non-compliance with the academic and research ethics, punishment is imposed in accordance with the ViA Ethics Regulations and the study course must be re-taken, unless the punishment is extramarital.</p>	
Learning Outcomes; the evaluation methods and criteria	Learning Outcomes	The evaluation methods and criteria
	Knowledge	
	On completion of this module, students will be able to: -demonstrate an overall understanding of concept effective communication; analyse and evaluate information on the topic of their study; demonstrate their knowledge related to the course topics and show systematic and critical understanding of theories acquired during the course and their practical applications;	Exam
	Show understanding of principles of professional and intercultural ethics and etiquette.	Test
	Will be able to analyse principles of effective team building, team roles	Team building exercises
	Evaluate different styles of interpersonal and virtual communication	Test
	Will be able to analyze the influence of leader on the group and team work and decision making process	Practical exercises, Case study
	Know the basic forms of work documentation and the principles of writing CV and motivation letter	Practical exercises
	Skills	
	Perform appropriate customer management and sales skills analysis and demonstration	Group discussion, practical exercises
	Will be able to evaluate customers needs, to demonstrate listening, questioning, problem solving skills	Group discussion, practical exercises
	Competently and persuasively present product and a company	Practical exercises, demonstration
	To make quality work document preparation	Practical works
	Competency	
	Independently make a qualitative CV, motivation letter	Practical works
Able to draw up a meeting management agenda,	Practical work	

	Able to analyze own career motivation profile, communication and emotional leadership skills	Essey
	Will be able to recognize the signs of inefficient communication - mobbing, conflicts, discrimination - and prevent them in the workplace	Exam, test
	Will be able to make effective time management plans for projects	Practical works
Course Compulsory literature:	<i>Quintanilla, K., Shawn T., Business and Professional Communication. –Sage Publication, 2018</i> <i>Lee, M. Leading Virtual Project Teams: Adapting Leadership Theories and Communication Techniques to 21st Century Organizations, 2013</i>	
Course additional literature:	<i>Aronson E., Wilson T.D., Akert R.M. Social Psychology. New York, 2015.</i> <i>Coleman P., Deutsh M., Marcus E, The Handbook of Conflict Resolution, Jossey Bass, 2014</i> <i>Dainton M., Zelley E., Applying Communication Theory for Professional Life: A Practical Introduction, Sage Publishing, 2020</i> <i>Goleman D., Emotional Intelligence, Bantam; 10th Anniversary edition, 2005</i> <i>Jones S. Virtual Culture: Identity and Communication in Cybersociety, 2010</i> <i>Kurtzberg T., Virtual Teams: Mastering Communication and Collaboration in the Digital Age ABC CLio, 2014</i>	
Course confirmation date:		
Date of course description update:		

Study Course Plan for Full Time Students:

Date	Theme	Academic hours		Study Form/ Organization of independent work of students and task description
		Contact hours	Independent work hours	
<i>The date is specified before the implementation of the course</i>				
	.Introduction. Interpersonal Communication: skills, Communication types, main barriers. Professional communication and business etiquette. Tests. Netiquette. Telephone calls and conferences. Intercultural communication skills.	4	5	Lecture Group work Test Practical work
	Social Perception: the First impression making process, nonverbal communication. Self Presentation skills. Speech formation process. Self Image creating in a virtual environment. Effective communication, virtual communication, virtual teams.	4	5	Lecture Seminar Group work
	Customer Service Management. Customer Service Key Skills. Customer Service principles in IT sector. Active listening, information giving skills	4	5	Role plays Case study Group work

	problem solving with aggressive customers. Recognition of aggressive and uncertain behavioral style. Project presentation.			
	Group roles and decisions. Group influence on individual person. Decision making process in groups. Styles of Leadership. Effective communication with leader and group. Effective Leadership principles. Change Management and values in Organization.	4	5	Group work
	Intrinsic barriers and complications during project planning and execution Effective time and stress management in work. Conflict resolutions strategies, role of emotional intelligence. Violence and mobbing.	4	5	Lecture Seminar Group roles
	Teamwork in IT projects. Types of Teams. Team building process. Team roles. Communication and leadership styles in in-person and virtual teams.	4	5	Seminar, group roles
	Career development and management. Career motivation theory and practice. Skills of job search and main job documents for applying. CV and motivation writing. Skills of entrepreneurship	4	5	Lecture Seminar Practical work
	Exam	4		
	Hours total:	32	48	