

Ministry of Education and Science of Ukraine
M. Ye. Zhukovskiy National Aerospace University «Kharkiv Aviation Institute»

Documentation Science and the Ukrainian Language Department (№ 801)

APPROVED

Deputy Head of SMC 1

 M. S. Romanov

Head of SMC 2

 D. M. Krytskyi

Head of SMC 3

 L. O. Filipkovska

« 31 » 08 2021 p.

SYLLABUS FOR OPTIONAL SUBJECT

Communication Skills Training

(name of subject)

Specialties: all specialties for which applicants are trained at the university

Освітні програми: all educational programs of the appropriate specialties for which applicants are trained at the university

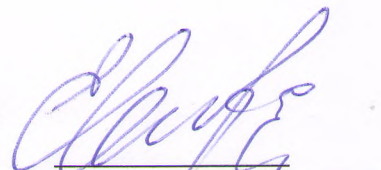
Higher education level:

First (bachelor)

Syllabus was put into operation on 01.09.2021

Kharkiv – 2021

Developed by: Karpenko O.O., Associate Professor of 801 Dept,
PhD in Pedagogy, Associate Professor
(surname and initials, position, scientific degree and academic title)

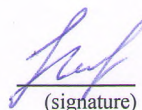

(signature)

Syllabus was considered at the meeting of the Documentation and the Ukrainian
Language Department (№ 801)

(name of the department)

Protocol № 1 date « 30 » 08 2021.

Head of the department PhD, Associate Professor
(scientific degree and academic title)


(signature)

A.Ye. Prylutska
(initials and surname)

Agreed with the representative of students:

(signature)

I.S. Kazartseva
(initials and surname)

1. General information about a lecturer



Karpenko Olena Oleksiivna, PhD in Pedagogy, Associate Professor, Associate Professor of the Documentation Science and the Ukrainian Language Department, guarantor of the bachelor's degree program, expert on accreditation of educational programs of the National Agency for Higher Education Quality Assurance. Since 2005 she has been teaching students professional subjects both in Ukrainian including «Theory and Practice of Documentation Science», «Analytical and synthetic processing of documentary information», Organization of information institutions's activity»,



«Documentology», etc., and in English such as «Information Culture», Communication Skills Training, Persuasive Communication Strategies, etc. She teaches students in English as she has a Certificate of Council of Europe CEFR, Certificate number A6261067 (CAE – Certificate in Advanced English, C2 in Speaking (210 scores), Date of Issue 12/07/2018. Besides, she

is a head of the English Speaking Club at University.

Areas of researches: study of the specifics of the functioning of documentary communication in the modern information and educational space in the context of the educational program within the research topics of the department: "Communicative practices in the information space of society" (2018-2020), "Information and service activities in modern socio-communicative space"(2021–2024).

Contact Information – o.karpenko@khai.edu

2. Subject description

Semester of training – 1st semester.

Number of credits: 3 ECTS credits / 90 hours including 48 hours of class work of students and 42 hours of their independent work.

Form of education - full-time / part-time / distance

Discipline – selective (optional)

Types of educational activities - lectures, practical classes

Types of control – modular control, credit

The language of instruction is English

Prerequisites - school course in English.

Co-requisites - basics of English.

3. The purpose and objectives of the subject

The purpose of the subject is forming a system of theoretical knowledge and applied skills of students to master communicative speech skills to ensure effective communication in the academic and professional environment and achieve personal and professional success in life.

Objectives: to study the knowledge and communication skills used in interpersonal communication, including verbal, nonverbal, written, listening, and visual types of communication; mastering oral and written communication skills, including the use of voice tone, pause, visual aids, storytelling as a part of successful speeches (self-presentation, public speaking and influencing people, etc.), as well as writing a resume.

Acquired competencies: abilities: to motivate people and realize a common goal; to generate new ideas (creativity); to identify, pose and solve problems; to work in a team to solve professional problems; as well as to improve the level of information culture permanently.

Expected learning outcomes: to form strategies for system organization, modernization, improving the management effectiveness of professional activities.

4. Subject content

Module 1.

Content module 1. Theoretical aspects of communication skills development.

Theme 1. Communication skills as a component of social interactions

- *form of classes: lectures, practical classes, independent work;*
- *number of classroom load – 4-4 hours (lecture-practice);*
- *theme of practical training – communicative self-diagnosis;*
- *obligatory items and means (equipment, equipment, materials, tools are not available;*
- *abstract: the essence of the concept of communication skills; communication skills in professional self-realization; communication skills used for personal and social realization; the essence of communication in terms of the development of communication skills; Hard Skills and Soft Skills; the concept of verbal and nonverbal communication;*
- *number of independent work of students – 12 hours;*

– themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher.

Theme 2. Ethical aspects of intercultural communication.

- form of classes: lectures, practical classes, independent work;
- number of classroom load – 2-2 hours (lecture-practice);
- theme of practical training – specifics of non-verbal communication in the world;
- obligatory items and means (equipment, equipment, materials, tools are not available;
- abstract: international communicative integration; the influence of cultural features on communication processes; examples of cultural communicative differences; cultural features of nonverbal communication; features of interaction of cultures;
- number of independent work of students – 12 hours;
- themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher; studying the specifics of non-verbal communication in different countries of the world.

Theme 3. Interpersonal communication.

- form of classes: lectures, practical classes, independent work;
- number of classroom load – 2-2 hours (lecture-practice);
- theme of practical training – techniques of interpersonal communication;
- obligatory items and means (equipment, equipment, materials, tools are not available;
- abstract: establishing contact; techniques of convincing argumentation; the art of constructive criticism; correct failure techniques;
- number of independent work of students – 12 hours;
- themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher; studying the essence of manipulative techniques of influencing people.

Theme 4. Teamwork Communication.

- form of classes: lectures, practical classes, independent work;
- number of classroom load – 4-2 hours (lecture-practice);
- theme of practical training – techniques of time-management in communication;
- obligatory items and means (equipment, equipment, materials, tools are not available;
- abstract: leadership; communicative techniques of manipulative behavior; telephone communication;

- *number of independent work of students – 9 hours;*
- *themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher; learning exercises for effective team communication.*

Modular control

- *Form of classes: writing a modular work in the classroom (it can be conducted in a remote form if there is a lecturer's decision about it).*
 - *Number of classroom load: 2 hours.*
 - *Required items (means, equipment, materials, tools) are not available.*
 - *The amount of independent work of students – as needed.*
- Preparation for modular control.*

Content module 2. Applied aspects of communication skills development.

Topic 1. Communicative skills of public speaking.

- *form of classes: lectures, practical classes, independent work;*
- *number of classroom load – 4-2 hours (lecture-practice);*
- *theme of practical training – diversification of public speaking and avoidance of glossophobia;*
- *obligatory items and means (equipment, equipment, materials, tools are not available;*
- *abstract: techniques of successful performance; psychology of influence on the audience; protection against manipulation; speechwriting technique;*
- *number of independent work of students – 12 hours;*
- *themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher; studying the technique of influencing the audience.*

Theme2. Presentation as an important tool of public communication.

- *form of classes: lectures, practical classes, independent work;*
- *number of classroom load – 2-2 hours (lecture-practice);*
- *theme of practical training – presentations in public communication;*
- *obligatory items and means (equipment, equipment, materials, tools are not available;*
- *abstract: types of presentations; rules and principles of successful presentation; media in presentations;*
- *number of independent work of students – 9 hours;*

– *themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher; studying the specifics of creating a convincing presentation.*

Theme 3. Communicative skills of self-presentation.

- *form of classes: lectures, practical classes, independent work;*
- *number of classroom load – 4-4 hours (lecture-practice);*
- *theme of practical training – specifics of self-presentation in the modern world;*
- *obligatory items and means (equipment, equipment, materials, tools are not available;*
- *abstract: types of self-presentation, oral and documentary presentation (summary and interview), the latest forms of self-presentation; reframing perception for meetings; modern media in self-presentation;*
- *number of independent work of students – 12 hours;*
- *themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher; studying diversification of forms of self-presentation.*

Theme 4. Communicative skills of conflict resolution.

- *form of classes: lectures, practical classes, independent work;*
- *number of classroom load – 2-2 hours (lecture-practice);*
- *theme of practical training – application of conflict management techniques;*
- *obligatory items and means (equipment, equipment, materials, tools are not available;*
- *abstract: diversification of conflict situations, their analysis; conflict avoidance techniques;*
- *number of independent work of students – 12 hours;*
- *themes, types of work related to the independent work of students: elaboration of lecture material; asking questions to a teacher; studying experiences of successful conflict resolutions.*

Modular control

- *Form of classes: writing a modular work in the classroom (it can be conducted in a remote form if there is a lecturer's decision about it).*
 - *Number of classroom load: 2 hours.*
 - *Required items (means, equipment, materials, tools) are not available.*
 - *The amount of independent work of students – as needed.*
- Preparation for modular control.*

5. Individual tasks

Not provided by the curriculum.

6. Teaching methods

Verbal: interactive, heuristic, problem-oriented lectures, conversations, discussions; explanations, consultations, etc.; visual (illustration, demonstration), practical (practical classes, independent observation, cases), independent work with printed and electronic educational materials and content of electronic educational and methodical support.

7. Control methods

Current control (oral and written survey, verification of completed tasks), modular current control, final control (credit).

8. Evaluation criteria and distribution of points received by students

Components of learning	Points for one lesson (task)	Number of classes (tasks)	Total number of points
Content module 1			
Fulfilling and defending practical works	0...10	3	0...30
Modular control	0...20	1	0...20
Content module 2			
Fulfilling and defending practical works	0...10	3	0...30
Modular control	0...20	1	0...20
Total for the semester			0...100

The credit is conducted in the form of testing. The test consists of 20 closed questions (for a correct answer to one question a student receives 5 points).

During the semester test, a student has an opportunity to receive a maximum of 100 points.

Criteria for evaluating students' work during the semester

Satisfactory (60-74) – to have a minimum of knowledge and skills to ensure learning outcomes; to work out and defend practical works.

Good (75-89) – to know the main topics of the academic subject. It is enough to know the basic theoretical concepts of the components of convincing communication; to work out and defend all practical works.

Excellent (90-100) – to have knowledge that will allow students to answer any questions about theoretical knowledge and practical skills of communicative communication techniques independently, freely and reasonably; to be able to present themselves, to influence the audience during public speeches; to work out and defend all practical works.

Assessment scale: point and traditional

The sum of points	Evaluation on a traditional scale	
	Exam, differentiated test	Credit
90 – 100	Excellent	Credited
75 – 89	Good	
60 – 74	Satisfactorily	
0 – 59	Unsatisfactorily	Not credited

9. Course policy

Working off missed classes is in accordance with the schedule of consultations, with the prior teacher's consent. Issues related to academic integrity are considered by the teacher or according to the procedure specified in the Regulations on Academic Integrity.

10. Methodical support

Textbooks, manuals, teaching aids, lecture notes, which are published at the University are at the link: <http://library.khai.edu/catalog>

The discipline page can be found at the link: <https://mentor.khai.edu/course/view.php?id=5911>

11. Recommended literature

Basic

1. Barker, Alan. Improve your communication skills / Alan Barker. – Rev. 2nd ed. – London & Philadelphia : Kogan Page Limited, 2011. – 209 p.
2. Belzer, Ellen J. Skills Training in Communication and Related Topics. Part 2: Communication with patients, colleagues and communities / Ellen J. Belzer. – Boca Raton, Fl : CRC Press, 2016. – 359 p.
3. The Handbook of Communication Skills / Ed. By Owen Hargie. – 4th ed. – London & New York : Routledge, 2019. – 641 p.
4. Stiff, James B. Persuasive Communication / James B. Stiff, Paul A. Mongeau. – 3rd ed. – New Yourk : Guilford Publications, 2016. – 383 p.
5. Tuhovsky, Ian. 21 days of Effective Communication: Everyday Habits and Exercises to Improve Your Communication Skills and Social Intelligence [Electronic Resource] / Ian Tuhovsky. – 2018. – Mod of Access: chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/viewer.html?pdfurl=https%3A%2F%2Fonline-pmo.com%2Fwp-content%2FEducation%2F21%2520Days%2520of%2520Effective%2520Communication.pdf&clen=669642&chunk=true
6. Young, Stephen C. Brilliant Persuasion: Everyday techniques to boost your powers of persuasion / Stephen C. Young. – Harlov : Pearson, 2017. – 289 p.

Additional

1. Коулман П. Т. Результативний конфлікт / Пітер Т. Коулман, Роберт Фергюсон ; пер. з англ. Інна Софієнко. – 2-ге вид. – Київ : Наш формат, 2017. – 312 с.
2. Кушнір Р. О. Великий оратор, або як говорити так щоб вам аплодували стоячи / Р. О. Кушнір. – Дрогобич : Коло, 2013. – 258 с.
3. Трейсі, Брайан. Як керують найкращі. [Як одержати максимум від себе та інших. Секрети, перевірені на практиці] / Б. Трейсі ; пер. з англ. Р. Клочка. – Харків : Клуб сімейного дозвілля, 2017. – 208 с.
4. Вікрі К. Нетворкінг для інтровертів. Поради для комфортної та ефективної комунікації / К. Вікрі. – Харків : Vivat, 2020. – 224 с.
5. Зінсер В. Текст-пекс-шмекс. Магія переконливих текстів / В. Зінсер. – Київ : Наш Формат, 2018. – 288 с.
6. Малкова Т. М. Візуальна психодіагностика / Т. М. Малкова. – Київ : Державний університет телекомунікацій, 2018. – 132 с.
7. Karpenko O. O. English: forming communication skills of reading, speaking, writing : Manual / O. O. Karpenko. – Kharkiv : National aerospace university «Kharkiv Aviation Institute», 2020. – 70 p. : illustrated.

12. Information resources

1. Boundless Communication [Electronic Resource]. – Mode of Access: <https://courses.lumenlearning.com/boundless-communications>
2. Types of Persuasive Communication [Electronic Resource]. – Mode of Access:
3. <https://www.theclassroom.com/dramatic-reading-speech-ideas-17683.html>

APPENDIX

List of fields of knowledge, specialties and educational programs for which students are trained at the university

Branches of knowledge: 02 Culture and Art, 03 Humanities, 05 Social and Behavioral Sciences, 07 Management and Administration, 08 Law, 10 Natural Sciences, 11 Mathematics and Statistics, 12 Information Technology, 13 Mechanical Engineering, 14 Electrical Engineering, 15 Automation and Instrumentation, 16 Chemical and Bioengineering, 17 Electronics and Telecommunications, 19 Architecture and Construction, 27 Transportation, 28 Public Administration, 29 International Relations

Specialties: 029 Information, Library and Archival Studies, 035 Philology, 051 Economics, 053 Psychology, 071 Accounting and Taxation, 072 Finance, Banking and Insurance, 073 Management, 075 Marketing, 076 Entrepreneurship, Trade and Exchange Activities, 081 Law, 101 Ecology, 103 Earth Sciences, 113 Applied Mathematics, 121 Software Engineering, 122 Computer Science, 123 Computer Engineering, 124 Systems Analysis, 125 Cybersecurity, 126 Information Systems and Technologies, 131 Applied Mechanics, 133 Industrial Engineering, 134 Aviation and rocket and space technology, 141 Power engineering, electrical engineering and electromechanics, 142 Power engineering, 144 Heat power engineering, 151 Automation and computer-integrated technologies, 152 Metrology and information-measuring equipment, 153 Micro- and nanosystem technology, 163 Biomedical, 173 Biomedical and radio engineering, 173 Avionics, 193 Geodesy and land management, 272 Air transport, 274 Automobile transport, 281 Public administration and administration, 292 International economic relations

Educational programs: Information, library and archival studies, Applied linguistics, Business economics, Psychology, Accounting and taxation, Finance, banking and insurance, Management, Logistics, Project management, Marketing, Entrepreneurship, trade and exchange, Law, Ecology and environmental protection, Space Earth Monitoring, Computational Intelligence, Software Engineering, Information Technology Design, Computer Information Processing and Management, Intelligent Systems and Technologies, Computer Technology in Biology and Medicine, Computer Systems and Networks, Software Mobile Systems and Internet of Things , System programming, Systems analysis and management, Security of information and communication systems, Information systems and technologies to support virtual environments, Distributed information systems, Artificial intelligence and information systems, Dynamics and strength of machines, Robotomechanical systems and logistics systems, Computer engineering, Aircraft engines and power plants, Unmanned aerial vehicles, Design and manufacture of composite structures, Design, manufacture and certification of aircraft, Rocket engines and power plants, Satellites, engines and power plants. Engineering and technical translation, Technologies for the production of aircraft engines and power plants, Computer-integrated control in energy, Unconventional and renewable energy sources, Gas turbines and compressor stations, Energy management, Mobile applications engineering, Computer systems of technical vision, Computer design and production technologies, Computer-integrated technological processes and production, Intelligent information measuring systems, Quality, standardization and certification, Micro- and nanosystem technology, Biomedical engineering, Information communication networks, Radio electronic devices, systems and complexes, Autonomous systems navigation and adaptive control of aircraft, Geographic information systems and technologies, Intelligent transport systems, Maintenance and repair of aircraft and aircraft engines, Automotive and automotive, Public administration and administration, International economics