

Course syllabus for First cycle studies					
1.	Course title	Communication skills			
2.	Code	MDE2E1			
3.	Study Program	Metallurgical Digital Engineering			
4.	Study program organizer (unit, institute, department, division)	Faculty of Technology and Metallurgy, UKIM in Skopje			
5.	Degree (first, second, third cycle)	first			
6.	Academic year / semester	Second/third	7.	Number of ECTS	4
8.	Instructors	Prof. Beti Andonovikj, PhD			
9.	Prerequisites for course enrollment	none			
10.	Objectives of the course syllabus (competences): This course is aimed at developing interpersonal communication skills in a living, as well as business environment and professional writing skills. The course will provide knowledge and preparation for various types of communication in a living and business environment and related areas: business letters, reports, proposals, research, group presentations, public lectures. It will enable students to recognize and utilize appropriate working styles in their colleagues and in themselves. The course will provide students with the knowledge and skills to create a good team atmosphere and to behave appropriately as team members. Acquired skills (competences):				
11.	Content of the course: Introduction to communication History of communication Transactional analysis as theoretical base: 1. Ego states 2. Transactions 3. Ok corral 4. Carpmán’s triangle 5. Games 6. Working Styles 7. Scripts Aspects of distinction between business and private communication: goals, number of participants, way of organizing the environment (democratic, autocratic, chaotic) Working styles and working roles and their analysis for building a good team structure Review and division of conflicts and negotiation techniques Techniques and standards for effective and efficient written communication in the current high technological, globally oriented and diverse business environment Business documents using systematic processes for all steps of planning, design, research, organizing, revising and checking				
12.	Study methods: Team assignments, consultations, project work, and independent learning.				

13.	Total available time		160			
14.	Allocation of available time					
15.	Teaching activities	15.1.	Lectures - Theoretical Instruction:	20 hours		
		15.2.	Exercises (Laboratory, Tutorials), Seminars, Teamwork:	40 hours		
		15.3.	Practical Work:	0 hours		
16.	Other types of activities	16.1.	Project Assignments:	40 hours		
		16.2.	Independent Assignments:	0 hours		
		16.3.	Homework:	60 hours		
17.	Grading system					
	17.1.	Tests (Points):			0	
	17.2.	Seminar Work/Project, Written and Oral Presentation (Points):			100	
	17.3.	Final Exam (Points):			0	
18.	Grading criteria (points/grade)	Up to 61 points		5 (five) (F)		
		From 61 to 69 points		6 (six) (E)		
		From 70 to 79 points		7 (seven) (D)		
		from 80 to 89 points		8 (eight) (S)		
		From 90 to 95 points		9 (nine) (B)		
		from 95 to 100 points		10 (ten) (A)		
19.	Prerequisites for taking the final exam		Attended the course			
20.	Language in which lectures are conducted		Macedonian and English			
21.	Method for monitoring the quality of lectures		Self-evaluation, questionnaires			
22.	LITERATURE					
	22.1.	Compulsory literature				
		No.	Author	Title	Publisher	Year
		1.	1. Петковски Станислав, Андоновиќ Бети	Подобрување на интерперсоналните комуникациски вештини	Паблицер, Скопје	2016
		2.	Bovee Courtland, Thill John	Business communication essentials	Pearson Education, New Jersey	2010
		3.				
	22.2.	Additional literature				
		No.	Author	Title	Publisher	Year
		1.				
		2.				
3.						