

| Course syllabus for First cycle studies |  |  |    |                       |
|---|--|--|----|-----------------------|
| 1.                                      | <b>Course title</b>  | Communication skills                                 |    |                       |
| 2.                                      | <b>Code</b>  | MDE2E1   |    |                       |
| 3.                                      | <b>Study Program</b>   | Metallurgical Digital Engineering                    |    |                       |
| 4.                                      | <b>Study program organizer (unit, institute, department, division)</b>   | Faculty of Technology and Metallurgy, UKIM in Skopje |    |                       |
| 5.                                      | <b>Degree (first, second, third cycle)</b>   | first  |    |                       |
| 6.                                      | <b>Academic year / semester</b>  | Second/third   | 7. | <b>Number of ECTS</b> |
|   |  |  |    | 4                     |
| 8.                                      | <b>Instructors</b>   | Prof. Beti Andonovikj, PhD                           |    |                       |
| 9.                                      | <b>Prerequisites for course enrollment</b>   | none   |    |                       |
| 10.                                     | <b>Objectives of the course syllabus (competences):</b><br><br>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.  |  |    |                       |
|   | <b>Acquired skills (competences):</b>  |  |    |                       |
| 11.                                     | <b>Content of the course:</b><br><br>Introduction to communication<br>History of communication<br>Transactional analysis as theoretical base:<br>1. Ego states<br>2. Transactions<br>3. Ok corral<br>4. Carpmann's triangle<br>5. Games<br>6. Working Styles<br>7. Scripts<br>Aspects of distinction between business and private communication: goals, number of participants, way of organizing the environment (democratic, autocratic, chaotic)<br>Working styles and working roles and their analysis for building a good team structure<br>Review and division of conflicts and negotiation techniques<br>Techniques and standards for effective and efficient written communication in the current high technological, globally oriented and diverse business environment<br>Business documents using systematic processes for all steps of planning, design, research, organizing, revising and checking |  |    |                       |
| 12.                                     | <b>Study methods:</b> Team assignments, consultations, project work, and independent learning.   |  |    |                       |

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|-----|--|---|---|--|--|--|
| 13. | <b>Total available time</b>                          |   | 160   |  |  |  |
| 14. | <b>Allocation of available time</b>                  |   |   |  |  |  |
| 15. | <b>Teaching activities</b>                           | 15.1.   | Lectures - Theoretical Instruction:                           | 20 hours   |  |  |
|     |  | 15.2.   | <b>Exercises (Laboratory, Tutorials), Seminars, Teamwork:</b> | 40 hours   |  |  |
|     |  | 15.3  | Practical Work:   | 0 hours  |  |  |
| 16. | <b>Other types of activities</b>                     | 16.1.   | Project Assignments:  | 40 hours   |  |  |
|     |  | 16.2.   | Independent Assignments:                                      | 0 hours  |  |  |
|     |  | 16.3.   | Homework:   | 60 hours   |  |  |
| 17. | <b>Grading system</b>                                |   |   |  |  |  |
|     | 17.1.  | Tests (Points):   |   | 0  |  |  |
|     | 17.2.  | Seminar Work/Project, Written and Oral Presentation (Points): |   | 100  |  |  |
|     | 17.3.  | Final Exam (Points):  |   | 0  |  |  |
| 18. | <b>Grading criteria (points/grade)</b>               | 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. | <b>Prerequisites for taking the final exam</b>       |   | Attended the course   |  |  |  |
| 20. | <b>Language in which lectures are conducted</b>      |   | Macedonian and English  |  |  |  |
| 21. | <b>Method for monitoring the quality of lectures</b> |   | Self-evaluation, questionnaires                               |  |  |  |
| 22. | <b>LITERATURE</b>                                    |   |   |  |  |  |
|     | 22.1.  | Compulsory literature   |   |  |  |  |
|     |  | No.   | Author  | Title  |  |  |
|     |  | 1.  | 1. Петковски Станислав, Андоновиќ Бети                        | Подобрување на интерперсоналните комуникациски вештини |  |  |
|     |  | 2.  | Bovee Courtland, Thill John                                   | Business communication essentials                      |  |  |
|     | 22.2.  | Additional literature   |   |  |  |  |
|     |  | No.   | Author  | Title  |  |  |
|     |  | 1.  |   |  |  |  |
|     |  | 2.  |   |  |  |  |
|     |  | 3.  |   |  |  |  |