

Syllabus of the course

Interpersonal skills and creative problem solving

Course title	Interpersonal skills and creative problem solving
Subject area	Business studies and management science
Type of studies	full-time Master studies
Course ID	
Erasmus code	04000
Source unit (the one that the course is offered by)	Faculty of Economics, Department of Human Resource Management
Target unit (the one that the course is offered for)	
Type of course	Facultative courses
Course description	<p>The main objectives of the course:</p> <ol style="list-style-type: none"> 1. to develop self-awareness and understanding and valuing differences between employees 2. improve the effectiveness of problem solving 3. to learn a broad variety of skills supportive communication at work
Educational outcomes	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. related to communication strategies 2. related to emotional intelligence 3. related to design thinking methodology <p>Skills:</p> <ol style="list-style-type: none"> 1. creative problem solving 2. of public presentation 3. conflict management <p>Attitudes:</p> <ol style="list-style-type: none"> 1. being open for others and understanding differences between people 2. cooperation in solving problems
Language of instruction	English
Course coordinator	Aneta Karasek, PhD

Additional remarks	
--------------------	--

Academic year	2019/2020
Semester	Winter
Number of hours in semester	30
Name of the academic teacher	Aneta Karasek, Phd
Level of the class	Intermediate
A list of topice	<ol style="list-style-type: none"> 1. Importance of interpersonal skills in the workplace 2. Communication Strategies for Different Personality Types 3. Emotional Intelligence 4. Interpersonal Communication 5. Listening skills 6. Presentation Skills 7. Effective team work 8. Conflict management 9. Creative problem solving 10. Lateral thinking 11. Design thinking methodology 12. Understand and define the problem 13. Generate new ideas 14. Prototype and test
Educational outcomes	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. related to communication strategies 2. related to emotional inteligence 3. related to design thinking methodology <p>Skills:</p> <ol style="list-style-type: none"> 1. creative problem solving

	2. of public presentation 3. conflict management Attitudes: 1. being open for others and understanding differences between people 2. cooperation in solving problems
Form of the class	Training
Learning activities and teaching methods	Workshop, Case study, problem discussion, learning by doing, design thinking tools
Type of assessment	Grade
Assessment methods and criteria for this course	Class contributions, attendance, final project
Reading list	<ol style="list-style-type: none"> 1. D.A. Whetten, K. S. Cameron, Developing Management Skills, Prentice Hall; 8 edition, 2011 2. J.Keyton, Communication and organizational culture : a key to understanding work experiences, SAGE Publishing, 2011 3. P.Cobley, P.Schulz (Eds.), Theories and models of communication, de Gruyter Mouton, 2013 4. G.Cheney, S. May, D.Munshi (eds.), The handbook of communication ethics, New York : Routledge, 2011 5. International Dimensions of Organizational Behavior by Nancy J. Adler, Allison Gundersen, (5th Edition), South-Western College Pub; 005 edition (June 29, 2007) 6. The 7 Habits of Highly Effective. Powerful Lessons in Personal Change, by Stephen R. Covey, Free Press; Revised edition (November 9, 2004) 7. Primal Leadership by Daniel Goleman, Richard Boyatzis, Annie McKee, Boson: Harvard Business School Press, (2004) 8. Training in Interpersonal Skills by Stephen P.Robbins, (5th Edition), Prentice Hall; 5 edition (May 19, 2008) 9. A. Pressman, Design Thinking: A Guide to Creative Problem Solving for Everyone, Routledge; 1 edition, 2018. 10. T. Brown, J. Wyatt, Design thinking for social innovation.Development Outreach,2010, 12(1), 29-43.
Additional remarks	