Interpersonal Skills Development for workplace

Aneta Karasek, PhD – Practical exercises 30 h

Academic year 2020/2021

Winter semester

Basic information about the subject (independent of the cycle)

Module name	**Interpersonal Skills Development for workplace**
Erasmus code	PL LUBLIN01
ISCED code	
Language of instruction	English
Website	**Aneta Karasek, PhD** https://www.umcs.pl/pl/addres-book-employee,1097,pl.html
Prerequisites	-
ECTS points hour equivalents	Contact hours (work with an academic teacher) -30 Total number of hours with an academic teacher -30 Number of ECTS points with an academic teacher -4 Non-contact hours (students' own work) -20 Total number of non-contact hours -20 Number of ECTS points for non-contact hours -2 Total number of ECTS points for the module -6
Educational outcomes verification methods	Class contributions, projects made during classes, final project
Description	The module covers the knowledge in the area of: 1. Importance of interpersonal skills in the workplace 2. Interpersonal Communication 3. Lateral thinking 4. Self awareness 5. Attitudes, values and perceptions 6. Emotional Intelligence 7. How to achieve effective communication 8. Effective listening techniques 9. Conflict management strategies 10. Working effectively in a team 11. Creative problem solving

	12. Design thinking methodology
	13. Understand and define the problem
	14. Generate new ideas
	15. Prototype and test
Reading list	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 Behaviorby 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, byStephen 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.
Educational outcomes	**KNOWLEDGE** 1. related to communication techniques 2. related to emotional inteligence 3. related to resolving conflict situation **SKILLS** 1. creating supportive workplace relationships 2. creative problem solving

	3. organization of teamwork
	ATTITUDES
	1. being open for others and understanding differences between people
	2. cooperation in solving problems
Practice	-

Information about classes in the cycle

Website	**Aneta Karasek, PhD** https://www.umcs.pl/pl/addres-book-employee,1097,pl.html
Educational outcomes verification methods	Class contributions, projects made during classes, final project
Comments	
Reading list	1. D.A. Whetten, K. S. Cameron, Developing Management Skills, Prentice Hall; 8 edition, 2011
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Educational outcomes	**KNOWLEDGE** 1. related to communication techniques 2. related to emotional inteligence 3. related to resolving conflict situation **SKILLS** 1. creating supportive workplace relationships 2. creative problem solving 3. organization of teamwork **ATTITUDES** 1. being open for others and understanding differences between people 2. cooperation in solving problems
A list of topics	The module covers the knowledge in the area of: 1. Importance of interpersonal skills in the workplace 2. Interpersonal Communication 3. Lateral thinking 4. Self awareness 5. Attitudes, values and perceptions 6. Emotional Intelligence 7. How to achieve effective communication 8. Effective listening techniques 9. Conflict management strategies 10. Working effectively in a team 11. Creative problem solving 12. Design thinking methodology 13. Understand and define the problem 14. Generate new ideas 15. Prototype and test
Teaching methods	Workshop, Case study, class discussion, learning by doing, design thinking tools
Assessment methods	Oral presentation, projects made during classes, final project