

Vocational School of Social Sciences / Social Services

2023 - 2024 Academic Year

COMMUNICATION SKILLS

Syllabus

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
COMMUNICATION SKILLS	SH1126130	Fall Semester	2+0	2	4
Prerequisites Courses					
Recommended Elective Courses	Presentation Techniques and Visual Design - Diction and Effective Communication Techniques				
Language of Instruction	Turkish				
Course Level	Short Cycle (Associate's Degree)				
Course Type	Required				
Course Coordinator	Lect. Emine AKBAŞ DEMİRKAN				
Name of Lecturer(s)	Lect. Emine AKBAŞ DEMİRKAN				
Assistant(s)					
Aim	To earn effective communication methods for being able to prevent the potential conflicts in human relationship				
Course Content	This course contains; Integrating Game,The Concept and Types of Communication,Communication Barriers,,Listening,Advocate Communication,Empathy,Body Language in Communication,Self Communication,Communication with Environment and Society,Anger Management,Communication Conflicts and Analysis I,Communication Conflicts and Analysis II,Communication in Professional Practice I,Communication in Professional Practice II.				
Course Learning Outcomes			Teaching Methods	Assessment Methods	
5.1.Effective listening wins.					
1. Will be able to interpret the process of effective communication.			10, 12, 13, 15, 19, 5, 6, 9	A, E	
1.1. Explain the elements in the process of communication.			19, 23, 9	A, E	
1.2. Discuss the characteristics and functions of element in the process of communication.			10, 12, 13, 19, 20, 4	A, E	
1.3. Illustrate the barriers of communication.			12, 13, 15, 19, 5, 6, 9	A, E	
2. Will be able to categorize the levels of communication.			13, 19, 23, 9	A, E	
2.1. Interpret the methods of communication.			10, 16, 19	A, E	
2.2. Explain the factors of interpersonal communication.			13, 19, 23, 9	A, E	
2.3. Compare the methods of verbal and non-verbal communication.			12, 13, 15, 19, 5, 9	A, E	
3. Will be able to compose behaviour change by communication.			12, 13, 15, 19, 5, 9	A, E	
3.1. Discuss the effects of communication about behaviour.			12, 13, 15, 19, 5, 9	A, E	
3.2. Explain the mechanism of resistance against communication.			12, 13, 15, 19, 5, 9	A, E	
4. Will be able to use non-verbal communication methods.			14, 15, 5, 6, 8, 9	A	
4.1. Benefit from body language to support what they say.			14, 6, 8, 9	A	
4.2. Uses gestures and facial expressions effectively			13, 14, 15, 6, 8, 9	A	
4.3 Gains the ability to read body language.					
4.4 Uses gestures and facial expressions effectively.					
5. Will be able to use active listening skills.			14, 5, 6, 9	A	
5.2. Empathy skills develop.					
Teaching Methods	10: Discussion Method, 12: Problem Solving Method, 13: Case Study Method, 14: Self Study Method, 15: Role Play and Drama Technique, 16: Question - Answer Technique, 19: Brainstorming Technique, 20: Reverse Brainstorming Technique, 23: Concept Map Technique, 4: Inquiry-Based Learning, 5: Cooperative Learning, 6: Experiential Learning, 8: Flipped Classroom Learning, 9: Lecture Method				
Assessment Methods	A: Traditional Written Exam, E: Homework				
Lecture Schedule					
Sequence	Topics	Preliminary Preparation			
1	Integrating Game				
2	The Concept and Types of Communication				
3	Communication Barriers,				
4	Listening				
5	Advocate Communication				
6	Empathy				
7	Body Language in Communication				
8	Self Communication				
9	Communication with Environment and Society				
10	Anger Management				
11	Communication Conflicts and Analysis I				
12	Communication Conflicts and Analysis II				
13	Communication in Professional Practice I				
14	Communication in Professional Practice II				
Evaluation Methods		Weight(%)			
Midterm Exam		40			
General Exam		60			

Resources

1-Üstün Dökmen: Communication Conflicts and Empathy, System Publishing

2-Doğan Cüceloğlu: Human to Human Again, Remzi Bookstore

3-Demet Gürüz, Communication Skills – Understanding, Explaining, Understanding, Nobel Publishing3-Demet Gürüz, Communication Skills – Understanding, Explaining, Understanding, Nobel Publishing