Course Name : Communication Skills I

Course Code	Course Type	Regular Semester	Lecture (hours/week)	Seminar (hours/week)	Lab. (hours/week)	Credits	ECTS
ELL 115	C	Fall	3.00	0.00	0.00	3.00	4.00

Lecturer	Eduina Maksuti, Msc
Assistant	
Course language	English
Course level	Bachelor
Description	The course aims at an understanding of Human communication, stressing language as a human characteristic. This includes: interpersonal and business communication, exploration of body language and intrapersonal communication, as well as communication for the public and in the mass media.
Objectives	The student should be able to understand the communication as a vital human device, to be able to assess communication on interpersonal and intrapersonal level, to become adept at persuasive and effective speech making and interviewing for small groups and the public, and to be able to critically analyze the uses of communication in the mass media.
Core Concepts	Interpersonal communication, intrapersonal communication, public communication, small group communication, nonverbal communication

Course Outline

Week	Topic
1	Course introduction. This lecture will cover an introduction of the course in general and an understanding of communication. The definition of communication and the fields of usage will be discussed. The three levels of understanding. (pg. 9-28, Chapter 1, Improve Your Communication Skills; Alan Barker, Kohan Page, 2016.)
2	Human Communication; Types of communication. This course will address the types of communication, an explanation of each of them. The functions of communication will be discussed, including physical, identity, social and practical needs. (pg. 3-11, Chapter. 1, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
3	Modelling communication. This lecture will address the models of the communications. linear and transactional, the evolution and differences of each. The concept of noise in communication and its types will be discussed. Communication competence and the traits of a competent communicator. (pg. 12-24, Chapter. 1, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
4	Misconceptions. This lecture will clarify the misconceptions needed to be avoided during communication. At the same time the common perceptual tendencies and situational factors influencing perceptions will be discussed. Other topics explained are; perception and culture, empathy and perception, perception checking. (pg. 33-48, Chapter. 2, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
5	Perceiving the Self. This lecture will address the self-concept and development of the self. The impact of the culture in creating the self-concept will be explained. Definitions of public and private selves, identity and impression management will be given. (pg. 48-73, Chapter. 2, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
6	Language. This course will discuss the use syntactic, semantic, phonological, and pragmatic rules and how their use affects a message's comprehension. It will identify the ways in which language shapes and reflects the attitudes. (pg. 75-113, Chapter. 3, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)

7	Listening. This lecture will clarify the most common misconceptions about listening. It will discuss five components of the listening process and the most common types of ineffective listening. (pg. 116-126, Chapter. 4, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
8	Midterm Exam
9	Listening. This lecture will discuss several personal listening styles: content-oriented, people-oriented, action oriented, and time-oriented. The chapter will continue by examining three types of listening; informational listening, critical listening and empathic listening. (pg. 127-151, Chapter. 4, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
10	Nonverbal communication. This lecture identifies the characteristics of nonverbal communication and the differences between verbal and nonverbal communication. It will explain how culture and gender influence nonverbal communication. The many functions nonverbal communication can serve and shows how nonverbal messages relate to verbal ones. (pg. 154-167, Chapter. 5, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
11	Nonverbal communication. This lecture will discuss the types of nonverbal communication including: posture and gesture, face and eyes, voice, touch, physical appearance and attractiveness, distance and territory, time, physical environment. (pg. 167-184, Chapter. 5, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
12	Interpersonal communication. In this lecture the characteristics that distinguish interpersonal relationships from impersonal ones will be explained. Also, the content and relational dimensions of every message, the role of metacommunication in conveying relational messages will be discussed. Dimension of and influences of intimacy in relationships. (pg. 185-197, Chapter. 6, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
13	Interpersonal communication. In this lecture the stages of relationships and the dialectical tensions present in a relationship will be discussed. It will be identified the degree of self-disclosure relationships and the functions this serves. Composing effective and appropriate disclosing messages. (pg. 197-225, Chapter. 6, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
14	Improving interpersonal relationships. This lecture will discuss the role of communication climate in interpersonal relationships and the types of messages that contribute to confirming and disconfirming climates. It will address the characteristics of nonassertive, directly aggressive, passive-aggressive, indirect, and assertive communications. The differences between win–lose, lose–lose, compromising, and win–win approaches to conflict resolution. (pg. 227-257, Chapter. 7, Understanding Human Communication; Ronald B. Adler and George Rodman, Oxford Press, 2014.)
15	Review of the topics/
16	Final Exam

Prerequisites	The student must attend the course at a minimum rate of 75%.
Literature	• Alan Barker (2010), Improve Your Communication Skills,London, Kogan Page Limited • Adler, R., Rodman, G.(2021). Understanding Human Communication. N.Y & Oxford University Press.
References	• The Power of Communication, Pearson Education, New Jersey

Course Outcome

1	Te kuptuarit intrapersonal, ndërpersonal dhe komunikimi masiv si dhe çështjet teorike që përbëjnë bazën e tyre
2	Te qenurit ne gjendje për të bërë aplikimin praktik të aftësive të komunikimit në kërkim dhe në të folurën bindëse dhe efektive
3	Te kuptuarit e aftësive të komunikimit të biznesit e shoqëruar me praktikë: intervistimi, memorandume, konkluzione, duke arritur në nivele të larta.

Course Evaluation

In-term Studies	Quantity	Percentage
Midterms	1	40
Quizzes	0	0
Projects	0	0
Term Projects	0	0
Laboratory	0	0
Class Participation	1	10
Total in-term evaluation percent		**50**
Final exam percent		**50**
Total		**100**

ECTS Workload (Based on Student Workload)

Activities	Quantity	Duration (hours)	Total (hours)
Course duration (Including the exam week: 16x Total hours of the course)	16	3	48
Study hours outside the classroom (Preparation, Practice, etc.)	14	3	42
Duties	0	0	0
Midterms	1	4	4
Final Exam	1	6	6
Other	0	0	0
Total Work Load			**100**
Total Work Load / 25 (hours)			**4.00**
ECTS			**4.00**