

*Title and Code of Course:* **COMMUNICATION SKILLS DEVELOPMENT COURSE**  
(in English)

ERP-HT0013  
HT ÉRTÉ230

*Venue and Time of Course:*

TBA

1022 Budapest, Csopaki str. 6.

*Instructor's Name:* Dr. Balázs SIBA

*Instructor's Email Address:* siba.balazs@kre.hu

#### **COURSE DESCRIPTION:**

This course draws on techniques from the world of experimental learning to develop participants' communication skills. The improved oral communication skills create greater confidence, allowing the speaker to be more articulate and accurate in sharing his or her ideas. Communication skills development will also help the students become effective communicators in all aspects of their lives.

This course uses teaching and learning strategies that involve participants in a wide range of interactive activities. Participants will draw from their own and each other's experiences and cultural backgrounds to interact in classroom activities.

#### **OBJECTIVES**

By the end of the course, participants will have improved their:

oral communication skills;

confidence in articulating and sharing their ideas about themselves, their work, and their culture.

#### **METHODOLOGY**

Mini-lectures, dyad/group discussions, sharing of ideas, games, role-plays, and interviews are the training methods in this course. Interactive and participatory methods will be used to teach the course. The course will culminate with an oral presentation from each of the participants.

#### **TOPICS**

1. Introduction
2. Strength and weaknesses in communication
3. Nonverbal communication
4. Assertive communication
5. Emotional intelligence
6. Conflict management
7. Problem solving, decision making
8. Stress management
9. Negotiation techniques
10. Presentation techniques
11. Personal branding
12. Efficient time management

**Bibliography:**

Applied organizational communication: theory and practice in a global environment / Thomas E. Harris and Mark D. Nelson. - 3rd ed., Taylor & Francis, 2008.