**Course abstract Б.Пр.В.2, Communications in Public Sector**

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| **1. Course number, title, and ECTS** | **Б.Пр.В.2, Communications in Public Sector**, **5 ECTS**  Elective Course  Lectures – 22  Seminars –30  Contact hours - 52  Self-study – 138 |
| **2. Course instructors during Self-Evaluation year and site visit year** | Mrs. Nataliya Ivanova, Professor, Doctorate in Psychology  Mrs. Anna Klimova, Associate Professor, PhD in Sociology of management |
| **3. Prerequisites for the course** | Б.О.6. Psychology  Б.Пр.Б.3. General management |
| **4. Course objectives in relation to total curriculum** | Course objectives:  - to study theory and practice of communications and negotiation process,  - to acquire communicative skills of behaviour in public sector environment |
| **5. Learning outcomes** | Upon completion of the course students should:  **Know and understand**:  - the nature of communications, factors of effective communications, the specifics of communicative behaviour and communication barriers  - specifics and forms of communications, methods of effective listening, problems in communications and ways of its overcoming  **Have**  - skills of analyzing the audience or partners and of applying methods of attention attrition and retention, technologies of public speaking and negotiations  - practical skills of oral and written communication and negotiations |
| **6. Course description** | The main ideas of the course train the communicative competence of students and influence the successful presentation of their knowledge in all the course of the curriculum, during the state examination and bachelor thesis presentation |
| **7. Learning and teaching methods** | * Lectures * Workshops * Group presentations * Individual presentations * Home work * Business game |
| **8. Major topics covered** | 1. Theoretical basics of communications in public sector organizations  2. Social and psychological technologies of communications (conflicts, contact making, influence, emotions modulation)  3. Negotiations as a specific type of communications: notion, specific components, models; problem of negotiation preparation; types and dynamics of negotiation  4. Public speaking and press-conference as a form of business communications  5. Meetings (preparation, planning, control of results), discussions  6. Written communications: specifics, types  7. Communications with use of modern technologies |
| **9. Prescribed books and readings** | Main readings for the course are the following:   1. Жернакова М.Б., Румянцева И.А. Деловые коммуникации: теория и практика (базовый курс)/М.: Изд-во «Юрайт», 2016. 2. Таратухина Ю.В., Авдеева З.К. Деловые и межкультурные коммуникации. Учебник и практикум/М.: изд-во «Юрайт», 2015. 3. Пильгун М.А. Речевые стратегии и тактики (переговоры, деловая коммуникация).Учебное пособие. Для направления "Социология публичной сферы и социальных коммуникаций" подготовки магистра/ М.: АПК и ППРО, 2014 4. Ведение переговоров и разрешение конфликтов. Серия «Классика Harvard Business Re-view»/ М.: Альпина бизнес букс. 2007 5. Головина А. Деловые переговоры. Стратегия победы/ Изд-во Питер, 2007 6. Фишер, Р. Переговоры без поражения. Гарвардский метод. Манн, Иванов и Фербер, 2013. - 259 с. 7. Дональдсон, М. К. Умение вести переговоры/М.: Вильямс, 2001. - 222 с. 8. Юри, У. Преодолевая "нет", или Переговоры с трудными людьми/М.: Наука, 1993. - 127 с. 9. Зельдович Б.З. Деловое общение. Учебное пособие/ М.: Альфа-Пресс, 2007 (Гл.1,5) 10. Яковлев И. Ключи к общению. Основы теории коммуникаций/ С.-пб.:Авалон, Азбука-классика, 2006 11. Вердербер Р., Вердербер К. Психология общения/ С-пб.: «Прайм-Еврознак», издательский дом «Нева», М.: ОЛМА-ПРЕСС, 2003 12. Depledge, J. The organization of global negotiations/ Earthscan, 2005. - 258 с. 13. Murphy, H. A. Effective business communications/ New York McGraw-Hill, 1997. - 617 с. 14. Courtright, John A. Observing and Analyzing Communication Behavior/ New York, Bern, Berlin, Bruxelles, Frankfurt am Main, Oxford, Wien, 2014. |
| **10. Way of examining** | The final mark is composed of the current work in seminars, the home work evaluation, test and final exam in form of a public speech on the subject of choice:   |  |  | | --- | --- | | *Mark’s components* | *Weight in the final mark* | | Seminars work, presentations | 0.2 | | Home work | 0.2 | | Test | 0.2 | | Exam | 0.4 | |