

Versión en español


<https://aplicaciones.uc3m.es/est=256&anio=2021&plan=4>

Course: 2021/2022

## Communication in the professional environment (14500)

Study: Bachelor in Industrial Technologies Engineering (256)

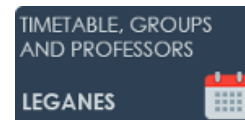
Coordinating teacher: TINEO ALVAREZ, ANGELES

Department assigned to the subject: Transversal matters

Type: Compulsory ECTS Credits: 3.0 ECTS

Course: 4º Semester:

Branch of knowledge: Social Sciences and Law


<https://aplicaciones.uc3m.es/consultaHorarios/porAsignatura.htm?ano=2021&centro=2&plan=418&asignatura=14500&idioma=en>

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### Objectives ()

At the end of the program students will be able to:

- Understand communication processes.
- Develop the skills needed to give effective feedback and to make constructive criticism.
- Constructively participate in any debate.
- Master non-verbal communication.
- Assess social skills as well as identify strengths and improvement areas.
- Improve the levels of active listening, empathy and assertiveness so the person can build positive personal relationships.

### Description of contents: programme

1. Introduction: the communication process. Peculiarities of communication in the professional environment.
2. Communication in the company.
3. Active listening.
4. Empathy.
5. Assertive behavior.
6. Non-verbal communication.
7. The importance of feedback. How to give and receive it.
8. Constructive criticism.
9. The constructive debate.
10. Difficult conversations.
11. Intercultural communication.
12. Written communication.

### Learning activities and methodology

Teaching hours are distributed in accordance to the following activities:

1. Presentation of personal experiences (communication successes and failures)
2. Role playing so the students can use in a practical context different topics: feedback, non-verbal communication, criticism, debates, etc.
3. Writing of different texts such as: letters, email, meeting minutes etc.
4. Role playing of different interactions to identify strengths and needs for improvement.

5. Video clips with different examples the students can analyse as well as use them for behaviour modelling.
6. Exposition of different topics related to the program content.

#### Assessment System

Final exam in the official exam session: 0 points.

Continuous assessment: 10 points of the overall grade.

- Attendance at 85% of the classes is compulsory in order to pass the course.
- Active participation in the classes.
- Completion of exercises and practical activities in class and through Aula Global.
- Two written assessment tests: one in the 7th class, a short development test that will deal with the contents worked on in the previous classes; another in the 14th class: a development test on the whole of the syllabus taught in which students must summarise the contents dealt with and draw conclusions on the practical applications of the same at a professional level. They must also write a conclusion and personal self-assessment on the level of development they consider they have reached in the skill to which the subject refers.
- There may be other assessment tests that will be indicated in the weekly planning.

Percentage weight of the Final Exam: 0

Percentage weight of the rest of the evaluation: 10

- % end-of-term-examination 0
- % of continuous assessment (assignments, laboratory, practicals...) 100

Calendar of Continuous assessment ([https://www3.uc3m.es/reina/CALENDARIO\\_EVAL\\_CONTINUA/Idioma\\_1/2021/256.14500.pdf](https://www3.uc3m.es/reina/CALENDARIO_EVAL_CONTINUA/Idioma_1/2021/256.14500.pdf))

#### Basic Bibliography

- Douglas Stone. Difficult conversations. How to discuss what matters most. Penguin. 2010
- Friedemann Schultz Von Thun. El arte de conversar. Herder. 2012
- Guillermo Ballenato Prieto. Comunicación eficaz. Teoría y práctica de la comunicación humana. Pirámide. 2013
- Marshall Rosenberg. Comunicación no violenta. Gran Aldea. 2006
- Susan Scott. Fierce conversations. Berkley trade Pub Co. 2002

The course syllabus and the academic weekly planning may change due academic events or other reasons.