**Course Syllabus**

Academic year: 2020-2021

|  |  |
| --- | --- |
| Institution | University of Petroşani |
| Faculty | Mechanical and Electrical Engineering |
| Field of study | Systems Engineering |
| Level | Bachelor studies |
| Program of study | Automation and Applied Informatics |

|  |  |
| --- | --- |
| Course | **Communication** |
| Code | 2SA1OX06 |
| Year of study (semester) | I (I) |
| Number of hours | 28 |
| Number of credits | 2 |
| Professor | Assoc. Prof., Ph.D. GHICAJANU Mihaela |

|  |  |
| --- | --- |
| **No.** | **Topic** |
|  | **The concept of communication. Theoretical approaches**. Definition and objectives of communication. The evolution of theoretical approaches to the communication process. Communication process: definition, components, functions, requirements and conditions Barriers to communication. Communication networks. Basic rules for effective communication |
|  | **Verbal communication**. Requirements for easy oral expression. Forms of oral communication (Oral and visual presentation of data from a report. Meeting. Briefing. Telephone conversation. Spontaneous speech and prepared speech in advance. Presence of information technology in the situation of verbal communication (Intranet communication networks, Network, videoconferencing platforms) |
|  | **Nonverbal communication**. The language of silence. The language of time. The language of space. Body language (facial expressions, gestures). The conflict between verbal and nonverbal communication |
|  | **Written communication**. Typology of professional letters. Writing letters. Typology of professional reports. Writing reports. Methods and techniques for efficient reading. Document management in the organization / company / enterprise. Presence of information technology in the situation of written communication (e-mail, Intranet) |
|  | **Communication in conflict situations**. Conflict definition and conflict typology. The dynamics of the conflict process. Conflict management. Conflict approach and resolution strategies |