

COMMUNICATION AT WORK

1	Course Title:	COMMUNICATION AT WORK
2	Course Code:	CAL2403
3	Type of Course:	Optional
4	Level of Course:	First Cycle
5	Year of Study:	2
6	Semester:	3
7	ECTS Credits Allocated:	5.00
8	Theoretical (hour/week):	3.00
9	Practice (hour/week):	0.00
10	Laboratory (hour/week):	0
11	Prerequisites:	-
12	Language:	Turkish
13	Mode of Delivery:	Face to face
14	Course Coordinator:	Doç. Dr. SELVER BAĞDOĞAN
15	Course Lecturers:	Doç. Dr. Selver Yıldız Bağdoğan
16	Contact information of the Course Coordinator:	E-mail:syildiz@uludag.edu.tr Telefon: 0224 294 11 14 Uludağ Üniversitesi, İİBF, Çal. Eko. ve End. İlişkileri Bölümü, 16059 Görükle Bursa
17	Website:	
18	Objective of the Course:	The aim of this course; To explain importance of communication between employees and communication methods.
19	Contribution of the Course to Professional Development:	To improve students' ability to find solutions in problem areas that may arise by learning the factors affecting communication in working life.
20	Learning Outcomes:	
	1	Learning the concept of contact.
	2	Understanding communication theories.
	3	Learning the concept of conflict.
	4	Learning the causes of the communication problems.
	5	Learning communication in organizations.
	6	Learning how to develop communication skills.
	7	Understanding communication problems at work.
	8	Understanding communication problems in modern society.
	9	Learning communication techniques in modern society.
	10	Learning effective communication techniques.
21	Course Content:	
	Course Content:	
Week	Theoretical	Practice
1	Introduction of the course: The course content and to provide information about the mode of processing.	
2	The concept of communication and communication theory	
3	Interpersonal communication.	

4	Forms of communication: verbal and non-verbal communication, body language.	
5	Effective listening skills.	
6	Effective communication methods.	
7	Communication at work.	
8	Communication between employees.	
9	Communication problems in working life.	
10	Conflict and mobbing in working life	
11	Organizational health.	
12	Intercultural communication differences in working life.	
13	Changing forms of communication (1)	
14	Changing forms of communication (2)	

22	Textbooks, References and/or Other Materials:	Selver YILDIZ BAĞDOĞAN, Çalışanlar Arası İletişim, Dora Basım, 2018. Ayşen Temel Eğinli, Demet Gürüz, İletişim Becerileri, Nobel Yayıncılık, 2013. Nazife Güngör, İletişim Kuramlar-Yaklaşımlar, Siyasal Kitabevi, 2011. Özlem Güllüoğlu, Örgütsel İletişim, Eğitim Kitabevi, 2011.
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23	Assesment
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Activites	Number	Duration (hour)	Total Work Load (hour)
Quiz	0	0.00	0.00
Theoretical	0	3.00	42.00
Practicals/Labs	0	0.00	0.00
Final Exam	1	60.00	42.00
Self study and preperation	0	0.00	0.00
Homeworks	0	0.00	0.00
Contribution of Term (Year) Learning Activities to Success Grade	40.00	0.00	0.00
Field Studies	0	0.00	0.00
Contribution of Final Exam to Success Grade	60.00	25.00	25.00
Midterm exams	1	0.00	0.00
Others	0	0.00	0.00
Measurement and Evaluation Techniques Used in the Course	40.00	40.00	40.00
Total Work Load			174.00
Total work load/ 30 hr			4.97
ECTS Credit of the Course			5.00

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	1	3	1	2	1	2	2	1	1	3	0	0	0	0	0	0
ÖK2	1	2	2	2	1	1	2	1	1	3	0	0	0	0	0	0
ÖK3	2	2	2	2	1	1	3	1	1	3	0	0	0	0	0	0
ÖK4	1	2	1	2	1	1	2	1	1	3	0	0	0	0	0	0

ÖK5	1	2	1	2	1	3	2	1	1	3	0	0	0	0	0	0
ÖK6	1	3	2	2	1	2	2	1	1	3	0	0	0	0	0	0
ÖK7	2	2	1	2	1	2	3	1	1	3	0	0	0	0	0	0
ÖK8	1	2	1	2	1	2	2	1	1	3	0	0	0	0	0	0
ÖK9	3	2	3	2	2	4	3	2	3	3	0	0	0	0	0	0
ÖK10	2	3	3	2	2	3	3	2	2	3	0	0	0	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contribution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			