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| Course: | *Communication Skills* |
| Course id:2МRR1I09 |
| Number of ECTS:4 |
| Teacher: | Professor Branislav Vlahović; MSci. Vuk Radojević |
| Course status | Elective |
| Number of active teaching classes (weekly) |
| Lectures:30 | Tutorials:30 | Other teaching types: | Study research work: | Other classes: |
| Precondition courses | None |
| 1. Educational goal

The development and improvement of communication skills and their basic concept, and their effective application in professional work. |
| 1. Educational outcomes

Theoretical and practical knowledge about communication techniques and instruments. Developed and improved communication skills. |
| 1. Course content

Development of communication theory. Models and types of communication. Identifying and overcoming challenges and barriers in communication. Preparations for business communication. Making a good impression. Face to face communication. Introduction, middle and final stage in business communication. Listening and responding skills. Communicating with different kinds of people. Conflict management. Gaining trust. Dialogue. Presentation skills. Negotiation skills. Written communication (letter, CV, report, proposal). E-communication. Non-verbal communication: gesture and attitude, eye contact, handshaking, facial expressions, professional image and dress code. Intercultural communication. Preparation for a job interview. |
| 1. Teaching methods

Lectures, tutorials, instructions with visual help, interactive discussions, teamwork, case studies, role plays, writing essays and seminar papers.  |
| Knowledge evaluation (maximum 100 points) |
| Pre-examination obligations | Mandatory | Points | Final exam  | Mandatory | Points |
| Lecture attendance | Yes/No | 10 | *Oral Exam* | Yes | 30 |
| Test | Yes/No | 30 |  |
| Homework | Yes/No | 30 |
|  | Yes/No |  |
| Literature  |
| Ord. | Author | Title | Publisher | Year |
|  | Filipović, V, Kostić M, Prohaska S. | Odnosi s javnošću – poslovna komunikacija, poslovni imidž i profesionalno ponašanje | Beograd: FON | 2005 |
|  |  | Teachers’ written materials |  |  |