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| COURSE | INTERPERSONAL COMMUNICATION |
| COMPULSORY OR ELECTIVE/STUDY YEAR IN WHICH THE COURSE IS IMPLEMENTED | COMPULSORY, 1ST YEAR, 2ND SEMSETER |
| TEACHING FORM (LECTURES, SEMINAR, TUTORIALS, (AND/OR) PRACTICALS) | Lectures, tutorials |
| APPOINTED ECTS CREDITS | 4 ECTS credits:  1. Lectures (15 hours) and tutorials (30 hours): approx. 2 ECTS  2. Preparation for lectures and tutorials (guided discussion, writing written assignments, group work, demonstration of practical tasks, online learning management system activities) - 30 hours: approx. 1 ECTS  3. Exam preparation (independent reading of literature and learning) - 30 hours: approx. 1 ECTS. |
| STUDY PROGRAMME OF THE IMPLEMENTED COURSE | UNDERGRADUATE STUDY OF SOCIAL WORK |
| STUDY PROGRAMME QUALIFICATION LEVEL (6.st, 6.sv, 7.1.st, 7.1.sv, 7.2, 8.2.) | 6.sv. |
|  | CONSTRUCTIVE ALIGNMENT |
| LEARNING OUTCOME (NAME) | Explain the definitions and axioms of communication, communication barriers, prejudices and characteristics of interpersonal communication |
| 1. CONTRIBUTIONS TO THE ACHIEVEMENT OF LEARNING OUTCOMES AT THE STUDY PROGRAMME LEVEL (SPECIFY LO) | 9. Determine personal and professional values in social work  11. Explain the theoretical framework of understanding and functioning of man in the community |
| 1. COGNITIVE AREA OF KNOWLEDGE AND UNDERSTANDING | Understanding |
| 1. SKILLS | Learning capabilities  Presentation and communication skills  Information management skills  Presentation and communication skills  Ability to apply knowledge in practice  Self-analysis |
| 1. LEARNING CONTENT | * Perception and communication * Characteristics of interpersonal communication * Watzlawick's laws of communication * The Johari Window model * Communication barriers |
| 1. TEACHING METHODS | Lecture, interactive discussion, independent reading of literature, educational media content, work on the online learning management system, assignments-written works |
| 1. EVALUATION METHODS | Evaluation of student performance - written works and practical problem tasks  Written exam - essay type assignments  Oral exam |
| LEARNING OUTCOME (NAME) | Explain the conceptual model of skilled interpersonal communication and the importance of communication skills for social work |
| 1. CONTRIBUTIONS TO THE ACHIEVEMENT OF LEARNING OUTCOMES AT THE STUDY PROGRAMME LEVEL (SPECIFY LO) | 1. Apply professional communication skills with specific groups of users needed to assess, inform, lead the change process, advise and implement other interventions in social work  11. Explain the theoretical framework of understanding and functioning of individual in the community |
| 1. COGNITIVE AREA OF KNOWLEDGE AND UNDERSTANDING | Understanding |
| 1. SKILLS | Learning capabilities  Ability to apply knowledge in practice  Information management skills |
| 1. LEARNING CONTENT | * Conceptual model of skilled interpersonal communication * The importance of communication in social work * Social, communication and interpersonal skills |
| 1. TEACHING METHODS | Lecture, interactive discussion, independent reading of literature, educational media content, work on the online learning management system, assignments-written works |
| 1. EVALUATION METHODS | Evaluation of student performance - written works and practical problem tasks  Written exam - essay type assignments  Oral exam |
| LEARNING OUTCOME (NAME) | Demonstrate basic skills of professional communication given some specific needs of different groups of social work users |
| 1. CONTRIBUTIONS TO THE ACHIEVEMENT OF LEARNING OUTCOMES AT THE STUDY PROGRAMME LEVEL (SPECIFY LO) | 1. Apply professional communication skills with specific groups of users needed to assess, inform, lead the change process, advise and implement other interventions in social work  3. Define risks and problems taking into account the user perspective and values of social work  15. Recognize how cultural and other characteristics are related to the position of social groups, the development of social risks and problems and the possibility of solving them |
| 1. COGNITIVE AREA OF KNOWLEDGE AND UNDERSTANDING | Applying |
| 1. SKILLS | Information management skills, problem-solving ability, ability to apply knowledge in practice, logical argumentation with respect for different opinions, learning capability, ethics. |
| 1. LEARNING CONTENT | * Basic communication skills in social work * Speaking skills and listening skills * Nonverbal communication * Contemporary topics in communication in social work: professional communication in the online environment, communication and gender, intercultural communication * User approach - communication with specific groups of users |
| 1. TEACHING METHODS | Lecture, interactive discussion, independent reading of literature, educational media content, work on the online learning management system, assignments-written works |
| 1. EVALUATION METHODS | Evaluation of student performance - written works and practical problem tasks  Written exam - essay type assignments  Oral exam |
| LEARNING OUTCOME (NAME) | Connect verbal and nonverbal communication and individual values, beliefs, opinions and ethics that influence different communication styles |
| 1. CONTRIBUTIONS TO THE ACHIEVEMENT OF LEARNING OUTCOMES AT THE STUDY PROGRAMME LEVEL (SPECIFY LO) | 1. Apply professional communication skills with specific groups of users needed to assess, inform, lead the process of change, counsel and implement other interventions in social work  15. Recognize how cultural and other characteristics are related to the position of social groups, the development of social risks and problems and the possibility of solving them |
| 1. COGNITIVE AREA OF KNOWLEDGE AND UNDERSTANDING | Analysis |
| 1. SKILLS | Learning capabilities, Presentation and communication skills, Information management skills, Basic social work skills (focusing, summarizing, empathy skills), Speaking skills (asking questions, reflecting and paraphrasing, confrontation, I-messages), Listening skills (active listening), Online communication skills, Ability to apply knowledge in practice, problem-solving ability |
| 1. LEARNING CONTENT | * Basic communication skills in social work * Speaking skills and listening skills * Nonverbal communication * The Johari Window model * Communication barriers * Contemporary topics on communication in social work: professional communication in the online environment, communication and gender, intercultural communication * User approach - communication with specific groups of users |
| 1. TEACHING METHODS | Lecture, interactive discussion, independent reading of literature, educational media content, work on the online learning management system, assignments-written works |
| 1. EVALUATION METHODS | Evaluation of student performance - written works and practical problem tasks  Written exam - essay type assignments  Oral exam |