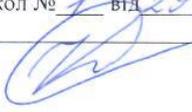


**КОМУНАЛЬНИЙ ЗАКЛАД ВИЩОЇ ОСВІТИ «ОДЕСЬКА АКАДЕМІЯ
НЕПЕРЕРВНОЇ ОСВІТИ ОДЕСЬКОЇ ОБЛАСНОЇ РАДИ»**

Кафедра педагогіки та освітнього менеджменту

Розглянуто та затверджено на засіданні
кафедри педагогіки та освітнього менеджменту
Протокол № 4 від 29 серпня 2022 року
Завідувач кафедри  Костенко Р.В.

СИЛАБУС НАВЧАЛЬНОЇ ДИСЦИПЛІНИ

**Культура спілкування
(англійською мовою)**

Рівень вищої освіти другий (магістерський)

Спеціальність 011 Освітні, педагогічні науки

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Науковий ступінь, вчене звання, посада	Кандидат педагогічних наук, старший викладач кафедри педагогіки та освітнього менеджменту
Контактні дані викладача	Е-mail: ryshchak.nataliia@ukr.net т. моб. 066-792-18-24
Консультації	Середа – 14.00-16.00

2022 – 2023

1. Description of the academic discipline

Name of indicators	Branch of knowledge, specialty, level of higher education	Characteristics of the academic discipline	
		<i>full-time education</i>	<i>external form of education</i>
Total number: 4credits 120 hours 4 content modules	Branch of knowledge <u>01 Education/Pedagogy</u> (code and name) Specialty <u>011 Educational, pedagogical sciences</u> (code and name) Level of higher education: <u>the second (master's)</u>	obligatory/ <u>optional</u>	
		<i>Year of preparation:</i>	
			1 st
		<i>Semester</i>	
			2 nd
		<i>Lectures</i>	
			8 hours
		<i>Practical</i>	
			6 hours
		<i>Individual work</i>	
			106 hours
Final control form: credit			

2. Abstract of the course

The culture of communication is a complex integral concept that determines the quality and degree of perfection of communication. The culture of communication is an integral part of the culture of the individual, it characterizes the value orientations and normative paradigms of communication, the content and essence of the moral and psychological qualities of the subjects of communication, methods, means, rules, and forms of communication. The essence of the culture of communication is a system of internal resources that are necessary to create effective communication in a certain range of situations of interpersonal interaction.

The importance of the English language for access and expansion of a person's educational and professional opportunities is recognized by Ukraine and reflected in a number of national strategies and initiatives, where mastery of the English language is central. Proficiency in English also ensures the competitiveness of Ukrainian scientists and graduates at the national and international levels.

The discipline "Culture of communication" is aimed at the formation of future specialists' knowledge, abilities and skills of the culture of communication, including in English..

3. Technological map of the discipline

Тема	Content	Tasks	Control
Content module 1. Theoretical foundations of communication culture			
Theme 1. Communication as the basis of human activity	Specificity of human communication. Theories of information transmission. Communicative, perceptive, interactive aspects of communication. The concept of "communication" and "culture of communication". Soft Skills. Communication as a two-way process. Types of communication. The main functions of communication. Important principles of effective communication. Ethics and etiquette of communication.	перегляд відео, пошуково-дослідні завдання	watching videos, search and research tasks
Theme 2. Mechanisms of interpersonal perception	People's perception of each other. Reasons leading to distortion of information in the process of perception. Peculiarities of self-perception. Acceptance of another person. Social stereotypes. Manipulation of social stereotypes. Challenges of intercultural communication. Assertiveness in communication.	creative research tasks	quiz testing
Content module 2. Verbal and non-verbal communication			
Theme 3. Verbal communication	Verbal and non-verbal level of communicative competence in communication. Communication as a two-way process. Types of communication. The main functions of communication. Important principles of effective verbal communication.	creative research tasks	Quiz
Theme 4. non-verbal	Components of non-verbal communication. Universal facial	viewing and	quiz testing

commu- nication	expressions. Peculiarities of gestures, facial expressions, pantomimes that make up the optical-kinetic system. Posture. Tone. Artifacts. Polysemic gestures as a cause of communicative dissonance. Specificity of the paralinguistic and extralinguistic sign system. Means of visual communication. Proxemics as a means of non-verbal communication. The problem of human spatial needs in the concept of E. Hall. Territorial zones during communication. The problem of human spatial needs in the concept of E. Hall. Territorial zones during communication. Comparative analysis of non-verbal means of communication in different cultures. Universal signs of non-verbal behavior.	processing videos, analytical, search and creative tasks	
Theme 5 Culture of listening.	The ability to listen as an important component of verbal communication. Listening as a specific activity. Types of hearing. Non-reflective and reflective listening. Signs, techniques and rules of active listening. Characteristics of the types of the recipient's reaction during listening: clarification, paraphrasing, reflection of feelings, summarizing.	viewing and processing videos, analytical, search and creative tasks	quiz testing
Content module 3. The role of emotions and feelings in communication			
Theme 6. Emotional intelligence.	The concept of "emotional intelligence". History of research on emotional intelligence. Emotions as a resource and as a tool. Emotionally competent person. Components of emotional intelligence. Awareness and management of emotions. The impact of emotional intelligence on various spheres of life. Emotional	Viewing and processing videos, analytical search tasks	quiz testing

	burnout. Development of emotional intelligence. Empathy. Comparison of EQ and IQ. Emotional and intellectual self-regulation.		
Theme 7. Conflict situations in communication.	Prerequisites for the occurrence of conflicts in the process of communication. Typology of conflicts. Strategy of behavior in a conflict situation and getting out of it. Conflict management. Managed conflict: types, structure, stages.	творчо-пошукові завдання	опитування тестування

For each topic, students are required to:

- maintain a dictionary,
- study the necessary lexical material.

4. Policy of the course

The teaching of the discipline "Culture of communication" takes place according to European standards using a communicative approach.

During individual work, students of higher education are required to maintain a dictionary, study and study lexical material on the topics of the discipline program. Authentic video materials, texts for reading and tasks for them are offered. The practical training of students of higher education is also aimed at improving English language competence and competences necessary for effective communication.

Students of higher education must adhere to the principles of academic integrity, prevent academic plagiarism during independent homework, written work, and complete all assignments on time.

5. Criteria for evaluating learning outcomes

5.1. General evaluation criteria

Points			Criteria for evaluating educational achievements	
On a national scale	ECTS scale		Theoretical training	Practical training
	Student			
unsatisfactory...	1	F		
		
excellently	100	A		
excellently	90	A	Graduate of higher education - has a systematic, flawless knowledge of the material in the	A student of higher education clearly, in detail, stylistically and grammatically correctly expresses his opinion on a certain issue, presenting various arguments for
	...			

	100		<p>required amount,</p> <ul style="list-style-type: none"> - knows grammatical, lexical and stylistic features of communication; - mastered the interrelationship of basic concepts. 	<p>and against;</p> <p>demonstrates:</p> <ul style="list-style-type: none"> - the ability to reveal the topic in a foreign language; the ability to implement communication skills, can competently and coherently present rather large oral messages; - the ability to use the necessary vocabulary, terminology and grammatical structures in accordance with the communicative intention; - correct pronunciation, intonation, pace of speech; - reads and understands authentic texts of the subject, determined by the program, of medium level of complexity from textbooks and manuals, specialized and popular periodicals, Internet sources; - understands the necessary information perceived from educational audio or video recordings and successfully completes the task of understanding what has been heard; - has the ability to write essays with a high degree of grammatical and stylistic correctness.
good	75 ... 89	C ... B	<p>A student of higher education has good knowledge of the studied material;</p> <ul style="list-style-type: none"> - has systematic knowledge of the discipline above the average level, - knows the terminology provided by the discipline program. 	<p>Graduate of higher education</p> <ul style="list-style-type: none"> - is able to explain topics in a foreign language; - has the ability to implement communication skills; - is able to use vocabulary and terminology in accordance with the communicative intention; - has developed typical skills, but does not always use grammatical structures correctly, speech pace and intonation do not fully meet the requirements;

				<p>-reads and understands authentic texts of the subject, determined by the program, of medium level of complexity from textbooks and manuals, specialized and popular periodicals, Internet sources;</p> <p>- understands the necessary information that is perceived from educational audio or video recordings, but does not always successfully perform the task of understanding what has been heard;</p> <p>-has the ability to write essays with a fairly good degree of grammatical and stylistic correctness.</p>
satisfactorily	60 ... 74	E ... D	<p>A student of higher education understands the main provisions of the educational material, superficially uses terminology;</p> <p>- understands the main educational material, in an amount sufficient for further study and future activities.</p>	<p>The answer of a student of higher education may be correct, but not sufficiently meaningful, independently reproduces most of the material;</p> <p>- can reveal the topic, but demonstrates a not rich enough vocabulary;</p> <p>- there are significant difficulties in understanding authentic texts;</p> <p>- partially understands the necessary information perceived from educational audio or video recordings, but in most cases cannot successfully complete the task of understanding what has been heard;</p> <p>-has knowledge about the structure of essay writing, but performs tasks with a satisfactory degree of grammatical and stylistic correctness;</p> <p>- in general, is able to apply knowledge while performing practical tasks at an intermediate level, use additional sources.</p>

Unsatisfactorily	35 ... 59	F X	A student of higher education reproduces the main program material superficially, fragmentarily; - makes gross mistakes and has serious gaps in knowledge; - does not know the terminology provided by the discipline program; - constantly needs the teacher's help.	A student of higher education tries to communicate at the level of everyday knowledge and skills; - mainly understands individual words and phrases during reading and listening; - demonstrates an unsatisfactory level of mastery of writing skills in accordance with the requirements of the program; - most lexical and grammatical tasks do not meet the requirements, are erroneous.
Unsatisfactorily	1 ... 34	F	The learner does not know the educational material.	Graduate of higher education - little aware of the purpose of educational and cognitive activity; - can't always find the answer in the textbook on their own; - does not solve grammar tasks at all or performs them incorrectly; - assumes fundamental errors in most of the tasks provided by the program.

5.2. Evaluation criteria of current control (by different types of work)

Type of work	Points	Criteria
Practice session	5	A student of higher education actively participates in the lesson, confidently, stylistically and grammatically correctly expresses his opinion on a certain issue, can explain the topic in a foreign language, giving appropriate examples. Performs tasks with a creative approach.
	4-3	The student of higher education does not show activity. Can reveal topics in a foreign language, uses the necessary vocabulary and terminology partly in accordance with the communicative intention; has formed typical skills, but does not always use grammatical structures correctly, speech pace and

		intonation do not fully meet the requirements. Sometimes a teacher's help is needed.
	2-1	The learner only observes the class, does not use professional vocabulary and terminology in accordance with the communicative intention; most lexical and grammatical tasks do not meet the requirements, are erroneous.
	0	Absent at class
Written assignments	4	Written exercises and tasks that reflect the lexical material for the specified topics are completed and at the same time various grammatical constructions, rather complex language and grammatical structures are correctly used; logically and coherently annotates, summarizes and summarizes the read text.
	3-2	Written exercises and tasks are performed using lexical material at an inappropriate level, grammatical errors are made. The requirements for written assignments are not fully met.
	1	The task is partially completed, formally, there are significant errors. The requirements for written assignments have not been met.
	0	The assignment is not completed or is completed in violation of the principles of academic integrity.
Creative/research tasks	4	The completed task corresponds to the subject of the academic discipline, is characterized by independence, originality, demonstrates the innovative thinking of a student of higher education.
	3-2	The task corresponds to the subject of the academic discipline, but is not characterized by originality, it is mainly descriptive in nature.
	1	The task is performed superficially, it does not reveal the key practical problem
	0	The assignment is not completed or was completed in violation of the principles of academic integrity.

6. Points received by higher education applicants

Current and/or periodic control										
Content module 1		Content module 2					Content module 3			
T1	T2	T3	T4		T5		T6		T7	
Ind.w.	Ind.w.	Ind.w.	Ind.w.	Pr.	Ind.w.	Pr.	Ind.w.	Pr.	Ind.w.	T
10	10	10	10	10	5	10	5	10	10	10

Final control	Total final score (sum of points)
0	100

7. Recommended Literature

1. D'Arcy, L. Intercultural Communication in Foreign Language Learning and Retention in Online Learning. Valencia, 2016. 296 p.
2. Goleman, D. Emotional Intelligence. Why it can matter more than IQ. Kindle Edition. Bantam. 2012. 384 p.
3. Piz, B. The Definitive Book of Body Language: The Hidden Meaning Behind People's Gestures and Expressions. Bantan, 2006. 400 p.
4. Sathya Kumar, J.; Iyer, Vidya Rajaram, Charts. Emotional Intelligence and Quality of Work-Life among Employees in the Educational Institutions. SIES Journal of Management . Sep2012, Vol. 8 Issue 2, p21-26.
5. Vederber K.S., Verderber R. F., Sellnow D.D. Communicate! Fifteenth edition. Cengage Learning. Boston, Massachusetts, 2017. 452 p.