



MPV_COMA
Communication
and Managerial
Skills Training

Introductory seminar

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Content

- Introduction to the course
- Basics of communication process (training)

I. Course objectives

- **Course objectives**
- to provide you with basic knowledge of effective communication in management and, by using training methods, to develop your communication and managerial skills

I. Course requirements

1. **Attendance at seminars (85%)**
 - (Maximum - missing two seminars)

I. Course requirements

- 2. Elaboration of an assigned topic and its presentation at the seminar**
 - results of the thesis,
 - student's own topic (within the scope of the studied field), the aim of the presentation being either to convey information or to persuade (it is necessary to choose one of the aims).

I. Course requirements

3. **Test (minimum level of knowledge 60%)**

- theoretical knowledge
- assessing practical communication skills (via practical examples, correcting wrong statements, etc.)
- Assessment criteria:
 - quantity and quality of theoretical knowledge, understanding the theory
 - ability to apply gained knowledge
 - extent of the development of relevant skills

Lecture/seminar	Date	Day	Time	Room
Entrance seminar	19.2	Thursday	12:50-14.30	P312
Lectures	20.2	Friday	9:20-12:45	P104
	6.3	Friday	9:20-12:45	P104
	27.3	Friday	9:20-12:45	P104
Seminar group 1	27.2	Friday	9:20-12:45	S308
	13.3	Friday	9:20-12:45	S308
	20.3	Friday	9:20-12:45	S308
	3.4	Friday	9:20-12:45	S308
	10.4	Friday	9:20-12:45	S308
	17.4	Friday	9:20-12:45	S308
Seminar group 2	26.2	Thursday	12:50-16:15	S307
	12.3	Thursday	12:50-16:15	S307
	19.3	Thursday	12:50-16:15	S307
	2.4	Thursday	12:50-16:15	S307
	16.4	Thursday	12:50-16:15	S307
	30.4	Thursday	12:50-16:15	S307

I. Study materials

- Materials provided on lectures (presentations)
- Seminars (presentations and exercises)
- Learning texts:
 - Communication process. Effective verbal communication
 - Basic communication skills

I. Literature

- *Communication skills for managers*. Edited by Janis Fisher Chan. 5th ed. [Saranac Lake, N.Y.]: American Management Association, 2002. xix, 149 p. ISBN 9780761215127.
- *Business communication*. Edited by Rajeesh Viswanathan. 1st ed. Mumbai [India]: Himalaya Pub. House, 2010. 388 p. ISBN 9788184885293.
- *Interpersonal skills*. Edited by Bob Wright. New updated ed. Keswick [England]: M&K Update, 2007. x, 62 p. ISBN 9781907830372.
- O'BRIEN, Paddy. *Positive management :assertiveness for managers*. 1st ed. London: Nicholas Brealey, 1992. ix, 170 s. ISBN 9781857880083.
- *Successful negotiation effective "win-win" strategies and tactics*. Edited by Robert B. Maddux. 3rd ed. Menlo Park, Calif.: Crisp, 1995. ii, 74 p. ISBN 1560523484.
- *Recruiting, interviewing, selecting & orienting new employees*. Edited by Diane Arthur. 4th ed. New York: AMACOM, 2006. xii, 354 p. ISBN 0814408613.
- *Effective performance appraisals*. Edited by Robert B. Maddux. 4th ed. Menlo Park, Calif.: Crisp Publications, 2000. viii, 78 p. ISBN 1560525045.

I. Further readings in pdf

- E-book_I_Effective-Communication-Skills
- E-book_II_Business-Communication
- E-book_III_Assertiveness
- E-book_IV_Dealing_with_conflict_and_complaints

II. Basics of communication process (training)

