

**MPV\_COMA**  
**Communication**  
**and Managerial**  
**Skills Training**

Introductory  
Seminar

Trainer: Daria Kucharova

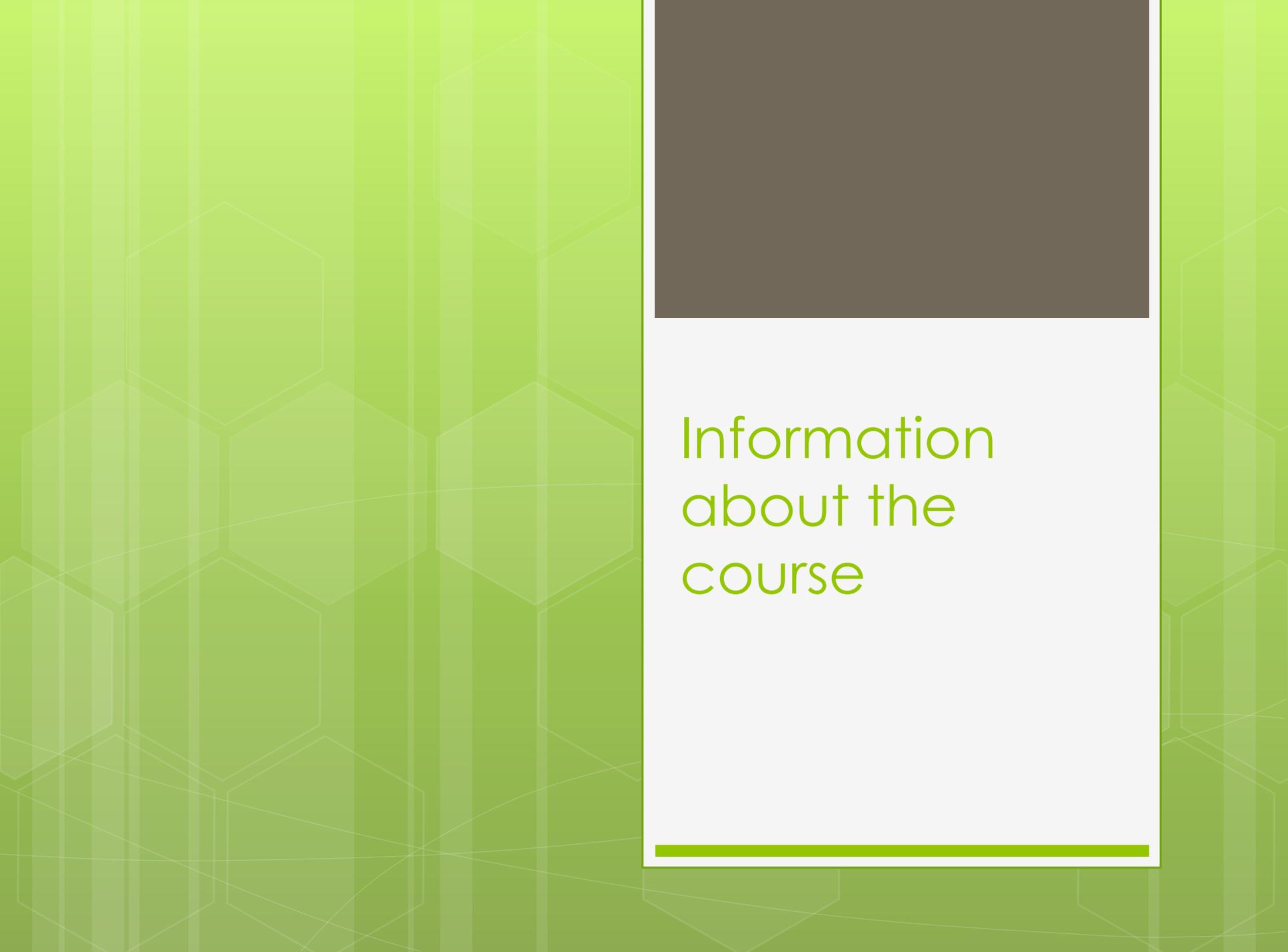
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# Agenda

- Introducing ourselves
- Why communication course?
- Information about the course
- Exercise 1. Communication process



**Communications  
is the key to  
achieving all of  
our goals.**



# Information about the course

# Course objectives

- **Course objectives**

- to provide you with basic knowledge of effective communication in management
- to develop your communication and managerial skills

# Course topics – seminars

- 2.3 Introductory seminar
  - 9.3 Basic Communication skills
  - 16.3 Non-verbal communication and Assertiveness
  - 20.3 Appraisal, selection interviews
  - 30.3 Presentations
  - 6.4 Team work
  - 13.4 Negotiation
- (topics may still vary)

# Course requirements

## 1. Attendance at seminars (85%)

- Course has 13 seminars: Introductory + 12 seminars (6 days)
- A student can miss max **two seminars/1 day**  
From 9.3: **1 Thursday = 2 seminars**

# Course requirements

## 2. **A presentation at the seminar (30.3)**

- 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 audience.

# Course requirements

## 3. **Test (minimum to pass 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

# Study materials

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

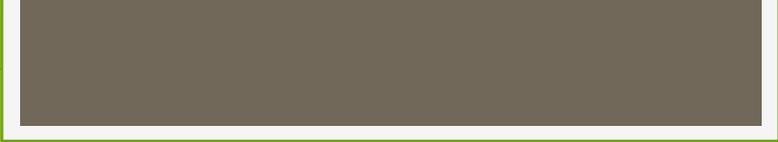
# Further readings in pdf

- E-book\_I\_Effective-Communication-Skills
- E-book\_II\_Business-Communication
- E-book\_III\_Assertiveness
- E-book\_IV\_Dealing\_with\_conflict\_and\_complaints

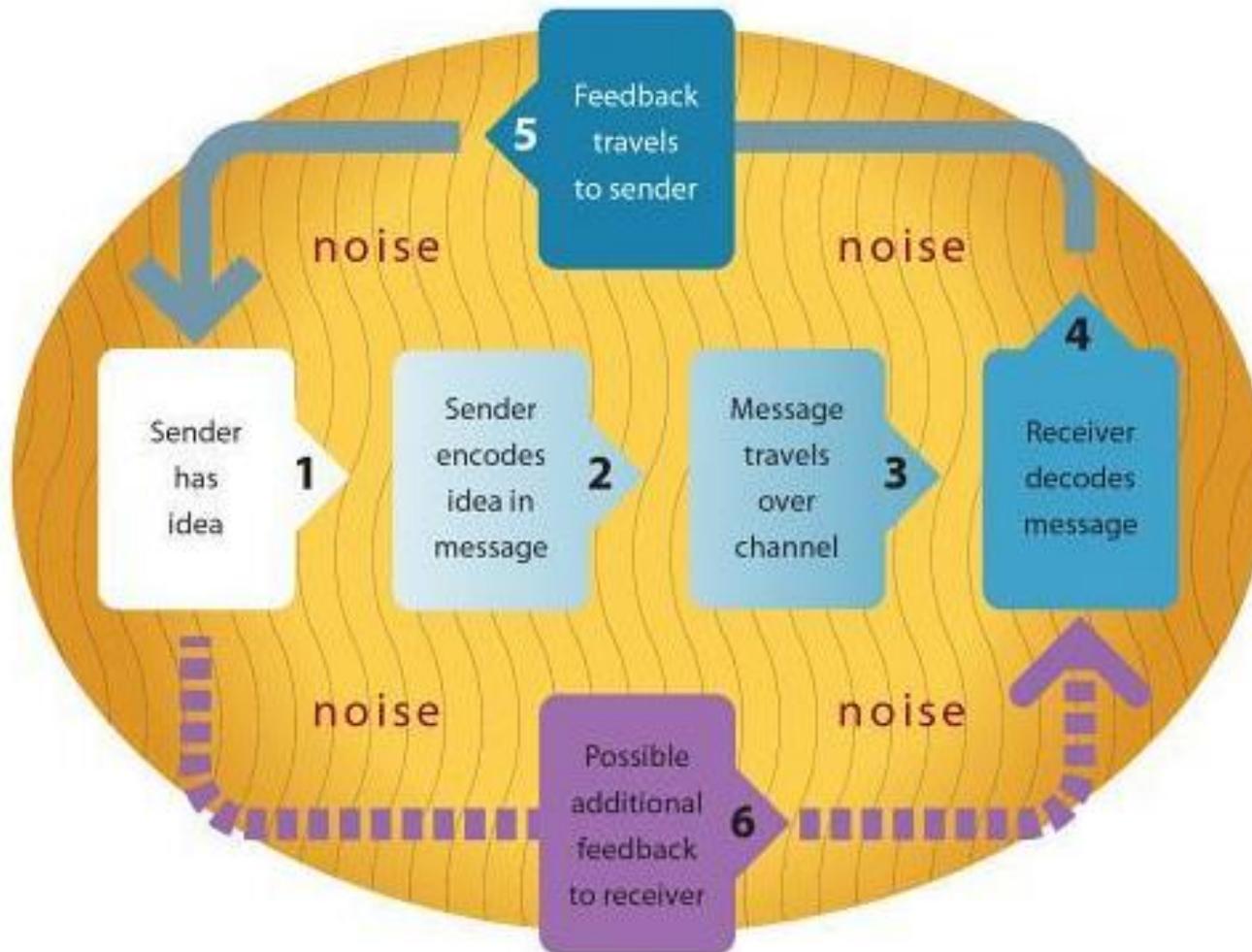


Communicati  
on process

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What is communication  
process?



Source: GUFFEY, Mary Ellen and LOWELY, Dana. *Essentials of Business Communication*. 9th edition. Mason, USA: Cengage Learning, 2013. p.10



# Exercise 1. Communication process

# Discussion

- Which communication barriers/noises have you seen in the example?
- What was important from Sender's viewpoint to make communication process successful?
- What was important from Receiver's viewpoint to make communication process successful?

# General rules of effective verbal communication

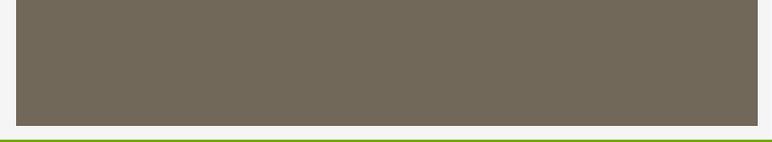
- Be clear
- Be brief
- Give information in a logical order
- Do not forget the essential
- Emphasize the essential
- Be correct
- Adjust yourself
- Ask questions, verify their comprehension



"Learning how to effectively communicate your message will never go out of style."

—KRISTI DOSH

FOUNDER OF GUIDE MY BRAND



Thank you for your  
attention!