

COMMUNICATION AND PRESENTATION SKILLS

Course Syllable – Autumn 2006

Teacher

Mgr. & Mgr. Zdeňka Vykoukalová (zvykouka@fss.muni.cz)

Course Summary

The course is aimed at everyone, who wants to improve and develop their communication and interaction skills, i.e. it is focused on these abilities: to present (comprehensively), to argue, to discuss, to negotiate and to listen.

These abilities will be developed through learning experience in two following ways: through the improvement of skills necessary for more effective, balanced and self-confident conduct and through development individual work in group (or with group). And as the most effective – although not the easiest – way of achieving development leads through personal experience followed by the analysis of one's performance, regular usage of camcorder (and possibly camera) will constitute an integral part of the seminar. It will enable the participants to obtain immediate and effective feedback of their communication progresses. We will focus on following topics:

Objectives

- Introduction of basic aspects of communication
 - Nonverbal communication
 - Verbal communication, analysis of communication habits
- Support and development of
 - adequate self-assertiveness (assertiveness, aggression, manipulation)
 - negotiation strategies,
 - active listening,
 - constructive criticisms,
- communication in front of the group, preparing and having presentation
- giving and receiving feedback
- basics of transactional analysis

Content of the Course and Time Schedule

26. September	Introduction Introduction of the teacher, content and form of the course, mutual expectations and rules Introduction of the participants, verbal and non-verbal communication Form: Mainly not serious, short conversations, pair work
3. October	Nonverbal work with group, verbal self-presentation Form: verbal creativity exercise, making motto, 1 minute in front of a camcorder (TV?)
10. October	Feedback, Listening Form: brainstorming – evaluation sheet, giving and receiving feedback, reflexion
17. October	Communication Games Form: playing (training) with mimics, gestures and intonation
24. October	Assertiveness Topics: interpersonal space, saying NO, traffic lights of assertiveness, Homework
31. October	Assertiveness II Form: assertiveness exercises, communication bad habits and fouls, analyses, discussion
7. November	Communication exercises Form: feedback, reaction to criticism, experience techniques, role play
14. November	Presentation Form: lecture, preparation and training: group presentation, Homework
21. November	Presentation II Form: one minute of fame in front of the camcorder
28. November	Feedback Form: analyses of presentations according to given criteria, feedback, reflexion, short discussion, Homework: reading E. Berne
5. December	Games people play
12. December	Games people play II
19. December	Closure Looking back to passed days&lessons&experience, closing of all topics, coming back to the basics & closure Note: attendance necessary

ABC Reference

- **Aronson, E., Wilson, T. D., Akert, R. M. (2005).** *Social Psychology*. Pearson Education, Ltd. New Persey: p. 93-103

Classics of social psychology, recommended chapter deals with the topic of social perception and nonverbal behaviour. (available in the faculty library)

- **Berne, E. (1970).** *Games People Play*. UK: Penguin Books.

Readable and very useful book for examining of communication patterns of everyone and people around you. Contains basics of transactional analysis, i.e. rather rewarding tool for analyses of communication patterns.

- **Cotrell, S. (2003).** *Skills for Success*. Palgrave Macmillan. England 2003

Book, a kind of exercise book with exercises, focused on students in their first years of study. Contains plenty of interesting pieces of advice on how to manage them. Clear and simple American way.