

## DESCRIPTION OF STUDY MODULE\*

<b>Study programme</b>	<b>Applied Informatics and Programming</b>		
<b>Study module</b>	<b>COMMUNICATION PSYCHOLOGY</b>	<b>Credits in total</b>	<b>3</b>

<b>Learning outcomes</b>
<ul style="list-style-type: none"> <li>– Understand and are able to explain the structure of communication process and its possible barriers.</li> <li>– Able to explain the essence of communication psychology in their professional field (Applied Informatics and Programming)</li> <li>– Integrate and practically apply the knowledge of communication psychology in solving professional issues through practical communication tasks.</li> <li>– Able to fluently and persuasively express their thoughts, both verbally and in writing by giving constructive feedback.</li> <li>– Being able to evaluate the client needs, resolve conflicts through the methods of active listening, students demonstrate the skills of effective and tolerant communication with specialists and others in their professional work environment.</li> <li>– Able to work in a team, communicate and collaborate in performing the assigned tasks and assume responsibility for the quality of assigned task.</li> <li>– Understand the importance of development in communication skills for their professional growth.</li> <li>– Develop the need to independently improve their communication skills.</li> </ul>
<b>Aims of study module</b>
<p>The course aims to teach students effective <i>communication</i> with specialists and other people in their professional work environment, express thoughts fluently and persuasively, both verbally and in writing in cases of personal and virtual communication settings, seeks to teach students the skills of active listening and methods to understand the client needs, to apply the obtained knowledge of communication psychology in practice when working in a team, students learn to remain tolerant, foster motivation, and solve different tasks and resolve conflicts in their professional activity.</p>
<b>Annotation of a study module</b>
<p>This course provides students with knowledge of communication psychology, necessary for effective communication process in their professional work environment when communicating personally and virtually with specialists and other people. Students learn to fluently and persuasively express their thoughts, effectively send messages, both verbally and in writing, acquire the techniques of active listening. Students learn to apply the knowledge of communication psychology in practice through the ability to express the needs and feelings, give constructive feedback, demonstrate the ability to understand the needs of a client, tolerant communication, teamwork, learn to motivate team members to engage in work activities more effectively, introduce oneself and solve tasks and resolve conflicts of professional activity.</p>
<b>Topics of the subject</b>
<ol style="list-style-type: none"> <li>1. Concept of communication psychology.</li> <li>2. Forms and functions of communication.</li> <li>3. Effective message sending.</li> <li>4. Expression of needs, emotions, and feelings.</li> <li>5. Active listening</li> <li>6. Communication to foster motivation</li> <li>7. Importance of body language in communication</li> <li>8. Conflict resolution</li> <li>9. Criticism.</li> <li>10. Job interview. Self-presentation.</li> </ol>
<b>Procedure for assessment of knowledge and competences</b>
<p>10-point grading scale and cumulative assessment method: each individual work is worth 10% (S1, S2 and S3), testing – 20%, and examination - 50% of the total grade, which is calculated by the method of weighted mean. Final grade of the course is calculated only when all of the assignments are successfully completed and midterms are passed:</p> $G = S1*0.1+S(G)2*0.1+S3*0.1+T1*0.1+T2*0.1+E*0.5$
<b>Main literature</b>
<ol style="list-style-type: none"> <li>1. Lekavičienė, R. (2011). Contemporary communication psychology. Handbook. Kaunas: Technologija</li> <li>2. Communication psychology. Handbook. (2003). Kaunas: Technologija.</li> <li>3. Petruilytė A. (2004). <i>Communication psychology</i>. Vilnius: VPU I-klā.</li> </ol>

\* Short form