

Course Name : Communication Skills II							
Course Code	Course Type	Regular Semester	Lecture (hours/week)	Seminar (hours/week)	Lab. (hours/week)	Credits	ECTS
ELL 116	B	Spring	3.00	0.00	0.00	3.00	4.00
Lecturer Eduina Maksuti, Msc							
Assistant							
Course language English							
Course level Bachelor							
Description The course aims at an understanding of the nature of the groups, solving problems in the group and it also aims at public communication. A focus will be on group (academic) and business (technical) use of speech and reporting. Communication will be looked at the theoretical, public (academic speaking, reporting), and technical (business interviewing, resumes and memos) level.							
Objectives For the student to take part and solve problems in groups are very important. Another goal is to learn how to present message in an organization by using informative and persuasive speaking.							
Core Concepts							
Course Outline							
Week	Topic						
1	The Nature in Groups (chp.8, Ronald B. Adler and George Rodman, Understanding Human Communication)						
2	The Nature in Groups (chp.8, Ronald B. Adler and George Rodman, Understanding Human Communication)						
3	Solving Problems in Groups (chp.9, Ronald B. Adler and George Rodman, Understanding Human Communication)						
4	Solving Problems in Groups (chp.9, Ronald B. Adler and George Rodman, Understanding Human Communication)						
5	Choosing and Developing a Topic (chp.10, Ronald B. Adler and George Rodman, Understanding Human Communication)						
6	Choosing and Developing a Topic (chp.10, Ronald B. Adler and George Rodman, Understanding Human Communication)						
7	Organization and Support (chp.11, Ronald B. Adler and George Rodman, Understanding Human Communication)						
8	Midterm Exam						
9	Presenting Your Message (chp.12, Ronald B. Adler and George Rodman, Understanding Human Communication)						
10	Presenting Your Message (chp.12, Ronald B. Adler and George Rodman, Understanding Human Communication)						
11	Informative Speaking (chp.13, Ronald B. Adler and George Rodman, Understanding Human Communication)						
12	Informative Speaking (chp.13, Ronald B. Adler and George Rodman, Understanding Human Communication)						

13	Persuasive Speaking (chp.14, Ronald B. Adler and George Rodman, Understanding Human Communication)			
14	Persuasive Speaking (chp.14, Ronald B. Adler and George Rodman, Understanding Human Communication)			
15	Review weeks 1-14			
16	Final Exam			
Prerequisites	The student must attend the course at a minimum rate of 75%.			
Literature	<ul style="list-style-type: none"> • L. Adler, R. G. Rodman, (2011). Understanding Human Communication, Oxford University Press. • Alan Barker (2010), Improve Your Communication Skills, London, Kogan Page Limited 			
References	<ul style="list-style-type: none"> • Helio Fred Garcia (2012) The Power of Communication, Pearson Education, New Jersey 			
Course Outcome				
1	Students to gain theoretical understanding of intrapersonal, interpersonal, group, public and mass communication			
2	Students to master the main elements of technical communication in business and reporting			
3	The application of this knowledge in their daily lives and public presentations			
Course Evaluation				
	In-term Studies	Quantity	Percentage	
	Midterms	1	30	
	Quizzes	2	20	
	Projects	0	0	
	Term Projects	0	0	
	Laboratory	0	0	
	Class Participation	1	10	
Total in-term evaluation percent			60	
Final exam percent			40	
Total			100	
ECTS Workload (Based on Student Workload)				
	Activities	Quantity	Duration (hours)	Total (hours)
	Course duration (Including the exam week: 16x Total hours of the course)	16	3	48
	Study hours outside the classroom (Preparation, Practice, etc.)	14	2	28
	Duties	0	0	0
	Midterms	1	10	10
	Final Exam	1	14	14
	Other	0	0	0
Total Work Load				100
Total Work Load / 25 (hours)				4.00
ECTS				4.00