

Course Name : Communication Skills I							
Course Code	Course Type	Regular Semester	Lecture (hours/week)	Seminar (hours/week)	Lab. (hours/week)	Credits	ECTS
ELL 115	B	Fall	3.00	0.00	0.00	3.00	4.00
Lecturer		Elsuida Hoxhaj, Msc					
Assistant							
Course language		English					
Course level		Bachelor					
Description		This course provides an in-depth exploration of human communication across various contexts, focusing on understanding the processes, components, and dynamics that shape how we exchange messages with others. The course draws upon theories, models, and practical examples to improve communication skills in personal, professional, and public life. Topics range from self-perception and culture to language, listening, conflict management, and public speaking, offering students a wide range of tools for becoming more competent and effective communicators.					
Objectives		The goals of this course are to help students develop a comprehensive understanding of the communication process, including how messages are created, transmitted, and interpreted across various contexts. Students will enhance their verbal and nonverbal communication skills, improving their ability to express ideas clearly and accurately interpret others' messages. The course will also strengthen active listening skills, enabling students to respond appropriately and minimize misunderstandings. Additionally, students will cultivate intercultural communication competence, learning to navigate cultural differences effectively. They will acquire strategies for managing conflict and building positive relationships in both personal and professional settings. Finally, students will gain confidence and proficiency in public speaking, preparing and delivering clear, engaging, and persuasive speeches to diverse audiences.					
Core Concepts		Interpersonal communication, intrapersonal communication, public communication, small group communication, nonverbal communication					
Course Outline							
Week	Topic						
1	Course introduction. This lecture will cover an introduction of the course in general and an understanding of communication. The definition of communication and the fields of usage will be discussed. The three levels of understanding.						
2	Human Communication; Types of communication. This course will address the types of communication, an explanation of each of them. The functions of communication will be discussed, including physical, identity, social and practical needs. (pg. 3-11, Chapter. 1, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)						
3	Modelling communication. This lecture will address the models of the communications. linear and transactional, the evolution and differences of each. The concept of noise in communication and its types will be discussed. Communication competence and the traits of a competent communicator. (pg. 12-24, Chapter. 1, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)						
4	Misconceptions. This lecture will clarify the misconceptions needed to be avoided during communication. At the same time the common perceptual tendencies and situational factors influencing perceptions will be discussed. Other topics explained are; perception and culture, empathy and perception, perception checking. (pg. 33-48, Chapter. 2, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)						

5	Perceiving the Self. This lecture will address the self-concept and development of the self. The impact of the culture in creating the self-concept will be explained. Definitions of public and private selves, identity and impression management will be given. (pg. 48-73, Chapter. 2, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
6	Language. This course will discuss the use syntactic, semantic, phonological, and pragmatic rules and how their use affects a message's comprehension. It will identify the ways in which language shapes and reflects the attitudes. (pg. 75-113, Chapter. 3, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
7	Listening. This lecture will clarify the most common misconceptions about listening. It will discuss five components of the listening process and the most common types of ineffective listening. (pg. 116-126, Chapter. 4, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
8	Midterm Exam
9	Listening. This lecture will discuss several personal listening styles: content-oriented, people-oriented, action oriented, and time-oriented. The chapter will continue by examining three types of listening; informational listening, critical listening and empathic listening. (pg. 127-151, Chapter. 4, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
10	Nonverbal communication. This lecture identifies the characteristics of nonverbal communication and the differences between verbal and nonverbal communication. It will explain how culture and gender influence nonverbal communication. The many functions nonverbal communication can serve and shows how nonverbal messages relate to verbal ones. (pg. 154-167, Chapter. 5, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
11	Nonverbal communication. This lecture will discuss the types of nonverbal communication including: posture and gesture, face and eyes, voice, touch, physical appearance and attractiveness, distance and territory, time, physical environment. (pg. 167-184, Chapter. 5, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
12	Interpersonal communication. In this lecture the characteristics that distinguish interpersonal relationships from impersonal ones will be explained. Also, the content and relational dimensions of every message, the role of metacommunication in conveying relational messages will be discussed. Dimension of and influences of intimacy in relationships. (pg. 185-197, Chapter. 6, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
13	Interpersonal communication. In this lecture the stages of relationships and the dialectical tensions present in a relationship will be discussed. It will be identified the degree of self-disclosure relationships and the functions this serves. Composing effective and appropriate disclosing messages. (pg. 197-225, Chapter. 6, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
14	Improving interpersonal relationships. This lecture will discuss the role of communication climate in interpersonal relationships and the types of messages that contribute to confirming and disconfirming climates. It will address the characteristics of nonassertive, directly aggressive, passive-aggressive, indirect, and assertive communications. The differences between win-lose, lose-lose, compromising, and win-win approaches to conflict resolution. (pg. 227-257, Chapter. 7, Understanding Human Communication; Ronald B. Adler, George Rodman and Athena du Pré. Oxford Press, 2021.)
15	Review of the topics
16	Final Exam

Prerequisites	The student must attend the course at a minimum rate of 75%.		
Literature	• Adler, R., Rodman, G., Pré Du A.(2021). Understanding Human Communication. N.Y & Oxford University Press. • Hargie, O. (Ed.). (2021). The handbook of communication skills (4th ed.). Routledge.		
References	• Dhawan, E. (2021). Digital body language: How to build trust and connection, no matter the distance. St. Martin's Press.		
Course Outcome			
1	Te kuptuarit intrapersonal, ndërpersonal dhe komunikimi masiv si dhe çështjet teorike që përbëjnë bazën e tyre		
2	Te qenurit ne gjendje për të bërë aplikimin praktik të aftësive të komunikimit në kërkim dhe në të folurën bindëse dhe efektive		
3	Te kuptuarit e aftësive të komunikimit të biznesit e shoqëruar me praktikë: intervistimi, memorandume, konkluzione, duke arritur në nivele të larta.		
Course Evaluation			
In-term Studies		Quantity	Percentage
Midterms		1	30
Quizzes		1	10
Projects		1	20
Term Projects		0	0
Laboratory		0	0
Class Participation		0	0
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	4	56
Duties	1	2	2
Midterms	1	1	1
Final Exam	1	2	2
Other	0	0	0
Total Work Load			109
Total Work Load / 25 (hours)			4.36
ECTS			4.00