COURSE TITLE	Communication Skills II						
Course code	SKS043	Year of study		2.			
Lecturer(s)	Silvana Tokić, PhD, tenured college professor	ECTS (Number of credits allocated)		2			
Associates	/	Total lesson hours per semester		Lecture	Seminar	Practical	Laboratory
					30		
Course status	Core	Percentage share of e-learning		25%			
COURSE DESCRIPTION							
Course Objectives	• To acquaint students with basic theoretical and practical knowledge related to communication competence, through general and business communication in English.						
Course enrolment requirements and entry competencies required for the course	/						
Learning outcomes On successful completion of this course, student should be able to:	1. Employ communication skills in oral and written correspondence 2. Distinguish the cultural specificities of communication in international work environment 3. Demonstrate the acquired knowledge through the preparation and presentation of a given topic 4. Apply the acquired knowledge to business activities such as job interviews, business meetings with the international team, negotiations, keeping minutes of the meeting and various written correspondence 5. Interpret foreign business culture and etiquette 6. Adopt an appropriate international business culture using terminologically appropriate vocabulary in English						
Course content	What is culture? Theoretical background. Geert Hofstede and Cultural dimensions. Cultural conditioning. Concepts in understanding culture. The cultural iceberg. Cultural awareness and its impact on business. Cross-cultural business behavior. Practical skills. Writing CV, application forms, agendas, meeting minutes etc. Making meetings work. International business communication. International business culture and etiquette. Communication and negotiation. Dealing with communication breakdown. Teamwork. Students' assignments. Academic writing and exercises.						
Types of teaching:	□ lecture ☒ seminars and workshop ☒ practical ☒ combined e-learning □ field research	☒ self-study ☒ multimedia □ laboratory □ mentoring work □ (others)					
Student obligations	Attending at least 70% of lectures and practical exercises (for part-time students: 50%						

	attendance). Self-study (portfolio of works and presentation).					
Monitoring student work (enter the share in ECTS credits for each activity so that the total number of ECTS credits corresponds to the credit value of the course):	Class attendance	1	Research		Practical work	
	Experimental work		Report		Portfolio of works	0,35
	Essay		Seminar	0,1	(others)	
	Self-study	0,35	Workshop		(others)	
	Project		Office hours, mid-term exams and final exam	0,2	(others)	

CONTINUOUS ASSESSMENT		
Continuous testing indicators	Performance A_i (%)	Grade ratio k_i (%)
Class attendance and participation	70-100	10
Portfolio of works	50-100	30
First mid-term exam	50-100	30
Second mid-term exam	50-100	30

FINAL ASSESSMENT		
Indicators checks	Performance A_i (%)	Grade ratio k_i (%)
Final exam	50 - 100	60
Previous activities	50 - 100	40
Indicators checks	Performance A_i (%)	Grade ratio k_i (%)
Final exam	50 - 100	60
Previous activities	50 - 100	40

The grade (in percentages) is formed on the basis of all indicators that describe the level of student activities according to the relation:

$$Grade\,(\%) = \sum_{i=1}^{N} k_i\, A_i$$

k_i - weighting factor for each activity,
A_i - success in percentage achieved for a particular activity,
N - total number of activities.

(The left column, spanning the assessment tables): Assessment and evaluation of student work during classes and at the final exam

PERFORMANCE AND GRADE		
Percentage	Criteria	Grade
50% - 62,4%	basic criteria met	sufficient (2)
62,5 % - 74,9%	average performance with some errors	good (3)
75% - 87,4%	above average performance with minor errors	very good (4)
87,5% - 100%	outstanding performance	outstanding (5)

Required reading	1. Teaching materials available on MOODLE
Optional reading	1. Cotton, D. Falvey, D., Kent, S. (2010) Market Leader Intermediate, (case studies and skills sections) third edition, Longman, Pearson Education Limited. 2. Hofstede, Geert, Hofstede, G. J., Minkov, M. (2010) Cultures and Organizations: Software of the Mind: intercultural cooperation and its importance for survival, 3rd ed., Mc Graw-Hill, USA. 3. Gesteland, Richard, (2012) Cross-Cultural Business Behaviour: A guide for global management, Copenhagen Business School Press. Copenhagen. 4. Schein, Edgar, H. (2010) Organizational Culture and Leadership, Jossey-Bass. San Francisco.
Quality monitoring to ensure the acquisition of established learning outcomes	• Records of class attendance and success in performing student obligations • Updating detailed course curricula • Supervision of teaching activities • Continuous quality control of all parameters of the teaching process in accordance with the Action Plans • Semester-based student survey in accordance with the "Ordinance on the procedure of student evaluation of teaching work at the University of Split" (UNIST, Centre for Quality Improvement).
Other information	Detailed course curricula, found on the MOODLE learning platform are accessed by all students and teachers of the University Department. For the purpose of providing information to the general public, shortened versions of course curricula (in Croatian and in English) are directly accessible on the website of the University Department.