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| Title of the Course | | PROFESSIONAL ETHICS AND COMMUNICATION | |
| Amount in credit points/ECTS) | 2/3 | Volume (in hours) | 80 |
| Prior knowledge | Basics of psychology | | |
| Science Sector | Psychology | | |
| Science Subsector | Social psychology | | |
| Summary of academic hours | | Amount (academic hours) | |
| Distance learning | | 40 | |
| Contact hours / video lessons | | 8 | |
| Exercises, self – assessment questions and tests | | 14 | |
| Individual work/ discussions in distance | | 16 | |
| Exams/tests | | 2 | |
| 1 st level professional study programme | | Personnel Psychology and Human Resource Management | |
| Author(s) of the course | | Mg.sc.educ. Evija Ūpe | |
| Lecturer(s) of the course | | Mg.sc.educ. Evija Ūpe | |
| Goal of the course: | | To develop the understanding about the professional ethics of a personnel specialist, communication regularity and factors affecting interpersonal interaction in the field of professional activity. To deepen the knowledge about communication and tools of interaction in professional environment. | |
| Requirements for obtaining credit points (structure of course evaluation): | | <u>The final evaluation is calculated:</u> Moodle discussion/tasks – 50% Exam – 50% <i>For obtaining final evaluation, both activities should hold successful evaluation – not below 4 points.</i> <i>Final evaluation is the average grade in 10-point system, in proportion of percentage distributed amongst both activities</i> | |
| Study Results | | | |
| 1. Knowledge: 1.1. A student describes the professional ethics of a personnel specialist, the essence of communication, the factors enforcing or hindering communication, preconditions of effective communication. 1.2. A student describes the meaning of professional ethics, communication regularities, individual and organisational factors affecting; 1.3. A student describes the meaning of personal self-efficiency for fostering effective communication at workplace. 2. Skills: 2.1. A student connects scientific findings with practical activity. 2.2. A student lists the factors affecting individual communication (needs, goals, values, stereotypes, etc.) and analyses them in connection with the organisational factors influencing interpersonal relationship; 2.3. A student actively listens and perceives information using critical thinking appropriately; 2.4. A student precisely reports information and with the help of feedback makes sure that the information has been understood correctly; | | | |
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2.5. A student identifies potential conflict situations and uses conflict solving skills;

2.6. A student recognizes the skills to be professionally developed.

3. Competences:

3.1. A student effectively uses individual personality resources and knowledge about communication factors in an organisation in order to solve problematic communication issues in line with legal and ethical norms.

3.2. A student differentiates between different types communication with groups of people and personality types based on a justified choice.

3.3. A student provides effective feedback in communication with interaction partners: work managers, colleagues, clients in this way assuring successful task completion and reaching the set goals.

3.4. A student constructively solves conflicts.

3.5. A student works in groups.

Content of the Course

| No. | Subjects | Contact hours, video, audio lessons | Distance learning | Exercises, self-assessment questions and tests | Individual task – remote discussion. Description of the individual task is available in the E-studies | Exam |
|-----|---|-------------------------------------|-------------------|--|---|------|
| 1. | Professional ethics of personnel specialist | 8 | 2 | 1 | 1 | 2 |
| 2. | Essence of communication psychology. Definitions of communication and interaction. Communication functions and human needs; legal and ethical norms of communication; interaction models; false opinion about interaction; paradox communication | | 4 | 2 | 1 | |
| 3. | Individual and organisational factors influencing interaction; conscious and unconscious individual factors: tendencies, needs, values, goals, interests, self-efficiency, personal traits subjective well-being. Positions in interaction, levels of interaction | | 8 | 2 | 2 | |

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| 4. | Verbal and nonverbal communication, their characterization. Speech, listening, intonation, mimics, posture, gestures and interaction distance. | | 8 | 2 | 1 | |
| 5. | Precondition of effective communication. Meaning of feedback in interaction/professional communication. Interaction barriers. | | 4 | 2 | 1 | |
| 6. | Interaction styles, their role in professional activity. Interchange in interaction. The essence of influence and being influences. Interaction peculiarities in different groups. | | 4 | 2 | 2 | |
| 7. | Conflicts, the essence and types of conflicts. Reasons for conflicts and development. Conflict solving strategies. | | 6 | 2 | 2 | |
| 8. | Transformation of problematic interaction situations into useful interaction situation. | | 4 | 1 | 6 | |
| TOTAL: | | 8 | 40 | 14 | 16 | 2 |
| | | 80 | | | | |

Mastering the course and successfully passing examination, student is capable of (*knowledge, skills and competencies*)

| Study Results: | Evaluation Criteria | | |
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| | (40-69%) | (70-89%) | (90-100%) |
| Knowledge | 1. Names the principles of professional ethics of a personnel specialist. 2. Names and recognizes the terminology of interaction and | 1. Names the principles of professional ethics of a personnel specialist, relates them to the consequences of using/not using them. | 1. Recognizes problematic, situations at work related to professional ethics, offer options for solutions. 2. Recognizes and |

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| | communication. 3. Basic knowledge about the basic principles of team formation. | 2. Defines the terminology and interaction of terms. 3. Good knowledge about the basic principles and organisation of team formation. | defines the problematic interaction situations Atpazīt un definēt and their causes, offer options for their solutions. 3. Outstanding knowledge about the basic principles of team formation, organisation and management. |
| Skills | 1. Uses and justifies the use of terminology. 2. Understands about the levels of social dialogue and formation principles. 3. Differentiates between the characteristics of organisation's culture and employee behaviour in an organisation. 4. Understanding about significance of internal and external communication in interaction, in personnel management and formation of organisation's image. | 1. Checks the use of terms precisely – compares the terms; discusses the appropriateness of terms for the situation. 2. Makes a social dialogue. 3. Compares, analyses the characteristics of organisation's culture and employee's behaviour in an organisation. 4. Understanding about effective internal and external communication. | 1. Maps different possibilities for problematic situations; combine them; maps the possible solutions and anticipate their outcome; 2. Constructively makes a dialogue with colleagues, clients and other interaction partners. 3. Understanding about effective internal and external communication instruments and their meaning in interaction, personnel management and formation of organisation's image |
| Competences | 1. Responsibility and initiative, communication skills when analysing real interaction situations. 2. Conflict | 1. Responsibility, initiative, creativity in solution creation of interaction situations, critical thinking for the assessment of solutions. | 1. Organisational and planning skills, self-motivation, self-discipline, cooperation and presentation skills when analysing interaction situations and |

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| | identification skills. 3. Understands the role of feedback giving. 4. Assesses one's individual aspects in interaction. 5. Understands the meaning of team work. 6. Can operate in line with professional ethics. 7. Can use business interaction and etiquette in professional activity. | 2. Conflict solving. 3. Provides feedback. 4. Assesses one's and organisation's aspects in interaction. 6. Can work in a team. 7. Considers the standards of professional ethics, can solve problematic situations of professional ethics. 7. Can reassure the social dialogue at the origination's level in line with the standards of professional interaction | finding solutions, communicates effectively. 2. Can effectively solve conflicts. 3. Constructively provides and receives feedback. 3. Ability to form the interaction between the individual and organisation's aspects in communication. 5. Can cooperation on a team. 6. Develops the standards of professional ethics in the one's professional activity 7. Uses effective interaction/communication techniques and methods. |
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Acknowledgement of the obtained study results

| Study Results | 1. | 2. | 3. |
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| Evaluation Method | | | |
| Moodle discussions/tasks | X | X | X |
| Exam | X | X | X |

Core Literature

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| 1. | Apsalons, E. (2013). Komunikācijas kompetence. Rīga: Zvaigzne ABC. ISBN 9789934035395 |
| 2. | Gamble, M., Gamble, T. (2012). Communication Works. New York: McGraw-Hill Education. ISBN 978-0078036811 |
| 3. | Joel, Lefkowitz. (2017). Ethics and Values in Industrial-Organizational Psychology, Second |

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| | Edition. Taylor&Francis Group. |
| 4. | Kalme, A. (2007) Kāds es esmu? Pašizziņas testi. R.: Zvaigzne ABC. |
| 5. | Litauere, F. (2014). Personības slēptās rezerves. Kā izprast citus, izprotot sevi. Rīga: Kolibri Grupa. ISBN 9789934142925 |
| 6. | LOPB ētikas komisija. (2016). Ētikas dilemmas organizāciju psihologa darbā. Latvijas organizāciju psihologu biedrība. |
| 7. | M. L. Knapp, J. A. Daly, Thousand Oaks. (2002). Handbook of interpersonal communication. (CA): Sage. |
| 8. | Omārova, S. (2009). Cilvēks runā ar cilvēku. Saskarsmes psiholoģija. Rīga: Raka. |
| 9. | Reņģe, V. (2004). Lekciju kurss psiholoģijā. Savstarpējo attiecību psiholoģija. Rīga: Zvaigzne ABC. ISBN 9984363341 |
| 10. | Perloff, R. M. (2020). The Dynamics of Persuasion: Communication and Attitudes in the Twenty-First Century. New York .Routledge. ISBN 9780429589409 |
| 11. | Rodney L., Lowman. (2006). The Ethical Practice of Psychology in Organizations, Second Edition. Amazon Kindle. |
| 12. | Teobalds, T., Kūpers, K. (2008). Apklusti un klausies. Patiesība par to, kādai jābūt saskarsmei darbavietā. Rīga: Lietišķās informācijas dienests. ISBN 978-9984-9952-8-1 |

Additional Literature

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| 1. | Argiris, K. (2007). Savstarpējo attiecību samezglojumi, kas kavē lēmumu pieņemšanu. Autoru kolektīvs. <i>Lēmumu pieņemšana</i> . Harvard Business Review on. Rīga: Lietišķās informācijas dienests. ISBN 978-9984-9914-0-5 |
| 2. | Barreta, E. (2020). Socializēšanās rokasgrāmata latvietim : ko (kur, kāpēc, kam un kā) teikt? Rīga: Zvaigzne ABC. |
| 3. | Deal, J. J., Levenson, A. (2016). What Millennials Want from Work: How to Maximize Engagement in Today's Workforce. New York: McGraw-Hill Education. ISBN 978-0071842679 |
| 4. | Ričo, D. (2019). Kad pagātne ir tagadne. Rīga. Zvaigzne ABC. |
| 5. | Grīns, E. (2008). Efektīva personiskā saziņa sabiedriskajās attiecībās. Rīga: Lietišķās informācijas dienests. ISBN 978-9984-826-17-2 |
| 6. | Pikeringa P. (2000). Strīdi, nesaskaņas, konflikti: kā izvairīties no kļūdām to risināšanā un sekmīgi pārvarēt domstarpības. - Rīga : Jānis Roze. |
| 7. | Pīzs A. (1995). Ķermeņa valoda. – Rīga: Jumava. |
| 8. | Prasme pārliecināt (autoru kolektīvs) (2009). Rīga: Lietišķās informācijas dienests. ISBN 978-9984-826-41-7 |
| 9. | Renz M.A., Greg J.B. (2000). Effective small group communication in theory and practice. Boston: Allyn & Bacon. |

Recommended Periodicals

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| 1. | Raksti par saskarsmi, komunikāciju žurnālos: Baltic Journal of Psychology (https://www.lu.lv/bpz/home/); Psiholoģijas pasaule (www.psihologijaspasaule.lv); Biznesa psiholoģija (https://www.prakse.lv/enterprise/profile/656/biznesa-psihologija); Psiholoģija mums; European Journal of Communication. |
| 2. | Infoinformācija par avotiem Latvijas nacionālajā bibliotēkā (https://www.lnb.lv/lv/nozaru-celvedis/psihologija). |
| 3. | Free Online Library for Managers (sk. Effective Communication in the Workplace, http://www.free-management-ebooks.com/faqcm/effective-01.htm). |

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| | Populāras grāmatas par komunikāciju (https://www.goodreads.com/shelf/show/communication). |
| 4. | BVK studentiem pieejamā EBSCO zinātnisko rakstu datu bāze (sk. Academic Search Complete); atslēgas vārdi: communication in work environment, in organizations; skills for effective communication; communicative competence; dialogic feedback; communicative relations. |