Title of the Course	COMMUNICTION PSYCHOLOGY		
Amount in credit points/ ECTS)	2/3	Volume (in hours)	80
Grounding	-		
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. level professional study programme	Organisation and management of government institutions. Commerce. Management of micro, small and middle enterprises. Accounting and finance planning. Law. Tourism and hotel services. Human resource psychology and human resource management.
Author(s) of the course	Dr. psych. Anita Lasmane
Lecturer(s) of the course	Dr. psych. Anita Lasmane
Goal of the course:	To deepen the understanding about the communication regularities, factors impacting human interactions, to improve knowledge about efficient communication at professional work.
Requirements for obtaining credit points (structure of course evaluation):	The final evaluation is calculated: Moodle discussion/tasks – 50% Exam – 50% *For obtaining final evaluation, both activities should hold successful evaluation – not below 4 points.* *Final evaluation is the average grade in 10-point system, in proportion of percentage distributed amongst both activities*

Study Results

1. *Knowledge*:
   1.1. Students understand the correlations, individual and organisation's factors impacting communication at workplace.
   1.2. Students understand the importance of self-efficacy of an individual's personality in promoting effective communication in working environment.
2. *Skills:*
   2.1. Students are aware of the individual factors impacting communication (needs, goals, values, stereotypes) and are able to analyse them in relation to organisation's factors impacting interpersonal relationships.
   2.2. Students are able to listen and adequately perceive information by flexibly using critical thinking.
3. *Competency*:
   3.1. In order to solve problematic communication situations by following the ethical and legal norms, students are able to use individual personality resources and knowledge about communication factors in an organisation effectively.
   3.2. Students are able to give effective feed-back to their communication partners: managers,

colleagues, clients in a manner to secure successful fulfilment of the set tasks and goals.

Content of the Course

No.	Subjects	Contact hours/ video audio lessons	Distance learning	Exercises, self-assessment questions and tests	Individual work/ discussions in distance	Exams/tests
1.	Definition of communication; communication functions and people's needs; legal and ethical norms of communication.		2	1	1	
2.	Communication models; communication misconceptions; paradoxical communication.		4	2	1	
3.	Individual and organisation's factors impacting communication; conscious and unconscious individual factors; inclinations, needs, values, interests, goals, self-efficacy, personal traits, sense of well-being.	8	8	2	2	2
4.	Description of language, language and perception, attitude; word as an element of communication; the power of word; usage of language appropriately to a situation.		4	2	1	
5.	The essence of listening and its elements; listening skills and their importance in making positive relationships at work environment; feed-back		8	2	1	

	and critical thinking.				
6.	Types of listening: undivided (one way), divided (two-way) conditions for effective listening.		6	2	2
7.	Listening misconceptions, types of inadequate listening; reasons for not listening.		4	2	2
8.	Conditions for turning problematic communication into a useful one.		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		
	(40-69%)	*(70-89%)*	*(90-100%)*
Knowledge	To name and recognise the terms of communication	To define the correlations between terminology and terms	To recognise and define the reasons for problematic communication situations and solution options
Skills	To use and justify the usage of terms	To check the precision of term usage – to compare terms; to discuss over the suitability of terms for the situation	To model the versions of reasons for communication problem-situations; combine them; to model solutions for resolving situations and to predict the result
Competencies	Responsibility and initiative, communication skills analysing real communication situations	Responsibility, initiative, creativity making solutions for communication situations; critical thinking during evaluating solutions	Skills to organise and plan, self-motivation, self-discipline, cooperation and presentation skills during problem-situation analyses and creating solutions

Acknowledgement of the obtained study results

Study results Evaluation Method	1.1.-1.2.	2.1.-2.2.	3.1.-3.2.
Moodle discussion/tasks	X	X	X
Exam	X	X	X

Core Literature

1.	Apsalons, E. (2013). Communication Competency. Riga: Zvaigzne ABC. ISBN 9789934035395
2.	T.Theobald and C.Cooper (2008). Shut up and Listen. The Truth About How To Communicate At Work. Riga: Lietiskas informacijas dienests. ISBN 978-9984-9952-8-1
3.	Gamble, M., Gamble, T. (2012). Communication Works. New York: McGraw-Hill Education. ISBN 978-0078036811
4.	V.Reņge, (2004). Course of lectures in psychology. Psychology of mutual relations. Riga: Zvaigzne ABC. ISBN 9984363341
5.	F.Litauere, (2014). Secret Reserves of Personality. How to Understand Others by Understanding Yourself. Riga: Kolibri Grupa. ISBN 9789934142925

Additional Literature

1.	K.Argiris, K. (2007). Savstarpējo attiecību samezglojumi, kas kavē lēmumu pieņemšanu. Author collective. *Decision-making*. Harvard Business Review on. Riga: Lietiskas informacijas dienests. ISBN 978-9984-9914-0-5
2.	E.Grins, E. (2008). Efektīva personiskā saziņa sabiedriskajās attiecībās. Riga: Lietiskas informacijas dienests. ISBN 978-9984-826-17-2
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.	Skills to convince (author collective) (2009). Riga: Lietiskas informacijas dienests. ISBN 978-9984-826-41-7

Recommended Periodicals

1.	Articles about communication in magazines: Baltic Journal of Psychology (https://www.lu.lv/bpz/home/); Psihologijas pasaule (www.psihologijaspasaule.lv); Biznesa psihologija (https://www.prakse.lv/enterprise/profile/656/biznesa-psihologija); Psihologija mums.
2.	Information about sources in Latvian National Library (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). Popular books about communication (https://www.goodreads.com/shelf/show/communication).
4.	EBSCO scientific article database for BVK students (see. Academic Search Complete); key words: communication in work environment, in organizations; skills for effective communication; communicative competence; dialogic feedback; communicative relations.