

Course form to fill in (2019-2020)

Course title:

Communication and Conflict Management Skills

Staff responsible for the course:

Chavi CHEN

Lecturers:

First Name + Name
Chavi CHEN

1) COURSE PRESENTATION

Aims:

Draw up a list of competencies and/or skills that the student should have acquired or improved at the end of the course.

*You must fill in the field under the format “the student should be able to...” using action verbs such as define, realise, control... **(This description should not take more than ten lines)***

At the end of the course, the student should be able to:

improve interpersonal communication skills
Obtaining the essential knowledge in conflict management
Incorporating communication to manage conflict

Prerequisites:

You must not write courses' codes or names, but identify the preliminary skills as the knowledge or the know-how needed to efficiently follow this course.

*Write it out in terms of knowledge and methodologies required to follow this course (this would help students from direct entry to position themselves). **(This description should not take more than five lines)***

N/A

Course contents:

Here, an abstract of the course can be given or the different chapters of the course can be simply written down.

(The description should not take more than ten lines)

This is an intensive course. The students will be expected to work as an individual for relationship building activity and work in groups for problem-solving case.

Personality in interpersonal communication.
Cultural diversity in the team-based interaction
Intra-team conflict communication management.

2) WORKING LOAD

Here, you should allocate the effective working load of the course, including an estimation of the personal work required from the student.

TABLE 1

Course's types	Number of hours	Notes
<u>Effective presence</u>		
- <i>Magistral Course</i>	3	
- <i>Interactive Course</i>	12	
- <i>Tutorials</i>		
- <i>Coaching</i>		
- <i>PBL Course</i>		
<u>Training from a distance</u>		
- <i>Video-conferences</i>		
- <i>Webinars</i>		
<u>Self-learning</u>		
- <i>Books 'readings</i>		
- <i>E-learning</i>		
- <i>Research</i>		
<u>Outdoors-training</u>		
- <i>In firms</i>		
- <i>Internship</i>		
<u>Personal work</u>		
- <i>Group Projects</i>	15	
- <i>Individual Projects</i>		
- <i>Personal work</i>	15	
Total working time for the student	45	

3) EDUCATIONAL METHODS

Tick here the different educational methods used:

- ☐ Coaching
- ☒ Case Study
- ☐ E-Learning and/or Self-learning
- ☒ Interactive courses
- ☒ Presentations
- ☐ Projects
- ☐ Research
- ☐ Seminars
- ☐ Tutorials
- ☐ Visits

4) ASSESSMENT

Sum up briefly the course assessment's mechanism (two or three lines) in order to introduce the assessment's table that you have to complete below (table n°2).

You must also define clearly how feedback will be given to students (in accordance with the feedback policy).

Course participation by individual and group active attentiveness.
 Presentation by presentation skills and Q&A quality.
 Group projects by presentation slide content, team coordination, slide design on information clarity.
 Individual reflection report.

List the assessment for each modality.

TABLE 2

Modality	Type of control	Length (h)	Number	Weighting (%)
<u>Continuous assessment</u>	Continuous assessment	15		30
	Mid-term exam			
	Participation			
	Oral presentation			
	MCQ			
<u>Final exam</u>	Oral final exam			
	Written final exam			
<u>Others</u>	Case study	5		20
	Group Project	10		20
	Individual Project			
	Written assignment	15		30
	Exercises			
Total				100%

5) RECOMMENDED READING

Name of books (*indicate only three or four must-read references*) / Name of reviews:

Reference book (appellation reserved for books selected by the School and necessarily bought by all the students):

Class books :

Reviews :

Internet Resources:

Please indicate here if you use the school intranet site to put on-line documents and/or if you advise the visit of web sites to students.

Name of the Website	URL
IESEG Online	