

**ЭТИКА И ПСИХОЛОГИЯ ДЕЛОВОГО ОБЩЕНИЯ**  
**ETHICS AND PSYCHOLOGY OF BUSINESS COMMUNICATION**

**ANNOTATION**  
**TO THE CURRICULUM OF THE INSTITUTION OF HIGHER EDUCATION**  
**FOR SPECIALTIES:**

**1-36 01 06, 1-53 01 01, 1-37 01 07, 1-28 01 02, 1-27 02 01, 1-27 01 01, 1-54 01 02,  
1-53 01 05, 1-40 01 05, 1-36 01 04, 1-36 01 01, 1-36 01 03, 1-36 07**

	Form of education						
	Full-time (daytime)		Part-time		Part-time reduced		
Speciality	1-28 01 02; 1-37 01 07; 1-53 01 05; 1-54 01 02	1-36 01 06; 1-53 01 01; 1-27 02 01; 1-27 01 01; 1-36 01 03; 1-36 01 04; 1-40 05 01; 1-36 01 01; 1-36 07 02	1-28 01 02; 1-27 02 01	1-36 01 01	1-28 01 02; 1-27 02 014; 1-40 05 01	1-27 01 01	1-37 01 07
Year	2	2	4	3	1	2	3
Semester	3	4	7	5	2	5	6
Lectures, hours	18	18	4	4	4	4	4
Practical (seminar) classes, hours	16	16	4	4	4	4	4
Credit, semester	3	4	7	5	2	5	6
Classroom hours per academic discipline	34	34	8	8	8	8	8
Independent work, hours	38	38	64	64	64	64	64
Total hours per academic discipline / credit units	72/2						

**1. Short description of discipline**

In the process of studying the discipline, students will get an idea about the features of business communication, the basic principles and rules of business ethics, various aspects of communication, forms of business communication, interactions in the workforce and business etiquette.

**2. Learning outcomes**

**know:**

- the main categories of ethics and psychology of business communication;
- basic ethical standards of conduct in the field of business communication;
- the specifics of the forms of business communication (business meetings, conversations, negotiations, discussions, presentations, round tables, press conferences);
- rules of business relations, including the rules of public speaking, business conversations, interviews, office meetings;
- psychological factors, functions and mechanisms of difficult and effective communication;
- culture of service relations with colleagues, subordinates and management;
- patterns of influence of the individual characteristics of partners on the process of communication;
- the basics of business etiquette;
- the basic principles of behavior in employment, when passing an interview when applying for a job;

**be able to:**

- to carry out a moral assessment of specific situations of interpersonal communication;
- comply with ethical standards of business communication and corporate culture;
- conduct business conversations, negotiations, meetings;
- apply techniques and techniques of effective communication in professional activities;

- establish business contacts, taking into account the characteristics of communication partners and observing business etiquette;
- analyze their own activities, interpersonal relationships in the workforce and personal characteristics in order to improve them;

**own:**

- methods of self-regulation of behavior in the process of interpersonal communication;
- techniques for preventing conflict interaction and conflict resolution techniques.
- the skills of forming an attractive image of a specialist;
- skills to effectively overcome the difficulties of business communication;
- Skills of public speaking and public speaking;
- verbal and non-verbal communication skills;
- self-presentation skills.

**3. Formed competencies**

Codes of competencies	Formed competencies
<b>1-53 01 05</b>	
UC-7	Master the basics of work psychology to solve the problems of professional activity
<b>1-36 01 01</b>	
UC-6	Master the basics of work psychology to solve the problems of professional activity
<b>1-36 01 04</b>	
UC-7	Master the basics of work psychology to solve the problems of professional activity
<b>1-40 05 01</b>	
CPC-1	Have the qualities of citizenship
CPC-2	Be capable of social interaction
CPC-3	Have the ability for interpersonal communication
CPC-5	Capable of criticism and self-criticism
CPC-6	Ability to work in a team
AC-1	Be able to apply basic scientific-theoretical knowledge for the solution of theoretical and practical problems
AC-2	Master the system and comparative analysis
AC-3	Have research skills
AC-4	Be able to work independently
AC-5	To be able to generate new ideas (have creativity)
AC-6	Have an interdisciplinary approach in solving problems
AC-9	To be able to learn, improve my qualifications throughout my life
<b>1-36 01 03</b>	
UC-7	Master the basics of work psychology to solve the problems of professional activity
<b>1-53 01 01</b>	
UC-7	Master the basics of work psychology to solve the problems of professional activity
<b>1-36 01 06</b>	
UC-8	Master the basics of work psychology to solve the problems of professional activity
<b>1-37 01 07</b>	
UC-7	To be able to conduct professional diagnostics of psychophysiological states and personal professional changes and to classify the main forms of artistic activity, to analyze artistic works independently, to orient oneself in the modern cultural situation.
<b>1-54 01 02</b>	
UC-7	Be able to analyze the social and psychological phenomena of professional activity, predict trends in the development of social and psychological phenomena in the activities of organizations, to use social and psychological knowledge in solving

	problems of professional activity
<b>1-27 01 01</b>	
UC-8	Be able to analyze the social and psychological phenomena of work activity, predict trends in social and psychological phenomena in engineering activity, use social and psychological knowledge in solving problems of professional activity
<b>1-28 01 02</b>	
CPC-1	Possess the qualities of citizenship
CPC-2	Be capable of social interaction.
CPC-3	Have the ability for interpersonal communication
CPC-5	Capable of criticism and self-criticism
AC-1	Be able to work in a team
AC-2	Be able to apply basic scientific-theoretical knowledge to solve theoretical and practical problems
AC-3	Master the system and comparative analysis
AC-6	Have research skills
	Have an interdisciplinary approach in solving problems
<b>1-27 02 01</b>	
UC-7	Be able to analyze the social and psychological phenomena of work activity, predict trends in social and psychological phenomena in engineering activity, use social and psychological knowledge in solving problems of professional activity
<b>1-36 07 02</b>	
UC-9	Have a modern worldview, based on humanistic ideas and principles of activity; be able to justify their worldview and social position, to make meaningful value choices
UC-11	Have the knowledge, skills and abilities to analyze the main problems of the interaction between society and nature, and the ability to solve practical problems of their sustainable interdependent development

**4. Requirements and forms of current and interim certification:** oral and written questioning, defense of the essay, essay, credit.