ETHICS AND PSYCHOLOGY OF BUSINESS COMMUNICATION

ANNOTATION
TO THE CURRICULUM OF THE INSTITUTION OF HIGHER EDUCATION
FOR SPECIALTIES:
1-40 05 01 "INFORMATION SYSTEMS AND TECHNOLOGIES"
1-53 01 02 "AUTOMATED INFORMATION PROCESSING SYSTEMS"
1-25 01 07 "ECONOMICS AND MANAGEMENT AT THE ENTERPRISE
1-37 01 06 "TECHNICAL OPERATION OF VEHICLES"
1-70 03 01 "ROADS"
1-70 02 01 "INDUSTRIAL AND CIVIL CONSTRUCTION"
1-37 01 02 "CAR MANUFACTURING"
1-36 11 01 "INNOVATIVE TECHNIQUES FOR THE CONSTRUCTION INDUSTRY"

	Form of education			
	Full-time (daytime)		Part-time	Part-time reduced
Speciality	1-53 01 02; 1-37 01 06; 1-37 01 02; 1-36 11 01	1-40 05 01; 1-25 01 07; 1-70 03 01; 1-70 02 01	1-40 05 01; 1-53 01 02; 1-37 01 06; 1-70 03 01; 1-70 02 01	1-37 01 06; 1-70 02 01
Year	2	2	2	2
Semester	3	4	4	3
Lectures, hours	18	18	4	4
Practical (seminar) classes, hours	16	16	4	4
Credit, semester	3	4	4	3
Classroom hours per academic discipline	34	34	8	8
Independent work, hours	38	38	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
For the specialty 1-40 05 01	
EC-4	To work in a team, tolerantly perceive social, ethnic, confessional, cultural and other differences
1-53 01 02	
EC-13	Use forms, techniques, methods and laws of intellectual cognitive activity in the professional field
1-25 01 07	
EC-13	Apply forms, techniques, methods and laws of intellectual cognitive activity, logically and reasonably substantiate your position
EC-14	Analyze and make decisions on social, ethical problems that arise in professional activities
SC-1	Work in a team, observe and develop the norms of business communication, master the skills of interpersonal and group communication and business etiquette
1-37 01 06	
EC-12	Evaluate the main events and stages in history to form a holistic view of the development of science and technology
1-70 03 01	
EC-4	To work in a team, tolerantly perceive social, ethnic, confessional, cultural and other differences
EC-7	Possess a humanistic worldview, the qualities of citizenship and patriotism
1-37 01 02	
EC-4	To work in a team, tolerantly perceive social, ethnic, confessional, cultural and other differences
1-36 11 01	
EC-13	Analyze the theoretical and methodological foundations of the problem of the professional development of a person in the labor process
1-70 02 01	
EC-4	To work in a team, tolerantly perceive social, ethnic, confessional, cultural and other differences
EC-11	Analyze the theoretical and methodological foundations of the problem of the professional development of a person in the labor process

4. Requirements and forms of current and intermediate certification: oral and written questioning, abstract defense, essay, test.