
Course title: INTERPERSONAL SKILLS WORSKOP

ECTS credit allocation (and other scores): 4

Semester: autumn and spring (2 semesters)

Level of study: ISCED-6 - first-cycle programmes (EQF-6)

ISCED-7 - second-cycle programmes (EQF-7)

Branch of science: Social sciences

Language: English

Number of hours per semester: 30

Course coordinator/ Department and e-mail: dr Monika Grochalska/Chair of General Pedagogy,
monika.grochalska@uwm.edu.pl

Type of classes: classes

Substantive content

CLASSES:

What can you say about coaching?; The structure of the coaching session in the GROW model, the procedure for formulating coaching goals, the current status and the desired state - the change process; The role and types of questions useful in the coaching process, identification of resources in coaching; Values as the main motivator for change, unfavourable beliefs as the main barrier in the process of change; The art of active listening - metaphor, paraphrase and backtracking; Professional role and possible paths of the coach's development.

Learning purpose:

To bring knowledge about the practice and process of coaching, and its determinants

On completion of the study programme the graduate will gain:

Knowledge: acquiring knowledge about coaching models and their elements

Skills: developing communication skills needed in coaching; practicing usage of the GROW model

Social Competencies: shaping an attitude of openness and sensitivity towards potential coachees

Basic literature:

1. Principles and Functions of Nonverbal Communication:
<https://open.lib.umn.edu/communication/chapter/4-1-principles-and-functions-of-nonverbal-communication/>
2. Rickheit G. & Strohner H. (2008). Handbook of Communication Competence, Berlin: Mouton de Gruyter.
3. Anrig, G., (2015). How we know collaboration works. Educational Leadership, 72(5), 30-35.
4. Burns, D. (2011). How students can improve their performance? An examination of possibly correlates. Business Education Digest, (18), 1-10.

Supplementary literature:

1. DeKay, S. H. (2012). Interpersonal communication in the workplace: A largely unexplored region. Business Communication Quarterly, 75(4), 449-452.
2. Epler, D., (2014). The habits of communication. Strategic Finance, 96(9), 15-16,61.

3. Goleman, D. (1998). Working with emotional intelligence. New York, NY: Bantam Books.
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The allocated number of ECTS points consists of:

Contact hours with an academic teacher: 30

Student's independent work: 70