

**Communication, Motivation and Conflict Solving**

Course number <b>E048</b>	ECTS Credits <b>5</b>	Language <b>English</b>	Semester <b>Summer</b>	Level <b>BM</b>
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Lecturer(s)	Prof. Dr. Damijan Mumel
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Content	<p>This course is designed to train the students for efficient, critical and ethical communication, motivation and conflict solving in business environment. Students gain knowledge and competence in class, through preparation of material presented later in the seminar and through individual study.</p> <ul style="list-style-type: none"> <li>- Introduction to the subject: <ul style="list-style-type: none"> <li>• Presentation of the course,</li> <li>• Presentation of the working practices and obligations of the course,</li> <li>• The relationship between communication, motivation and conflict in the workplace.</li> </ul> </li> <li>- Communication (applied aspects): <ul style="list-style-type: none"> <li>• Communication within organizations (internal communication) <ul style="list-style-type: none"> <li>- internal communication and implementation of tasks within the organization</li> <li>- internal communication and employee well-being</li> </ul> </li> <li>• Non-verbal communication in the business environment</li> <li>• Business communication between different cultures</li> <li>• A video on the preparation of PPT presentation</li> </ul> </li> <li>- Motivation: <ul style="list-style-type: none"> <li>• Motivational factors in the work environment</li> <li>• Theories of motivation in the workplace motivation.</li> </ul> </li> <li>- Conflicts: <ul style="list-style-type: none"> <li>• Conflicts in the business environment</li> <li>• The causes of conflict</li> <li>• Consequences of Conflicts</li> <li>• Approaches to conflict resolution in the workplace</li> </ul> </li> <li>- Presentation of seminar work or videos and final analysis of the subject</li> </ul>
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Textbooks	Dubrin Andrew. 2011. Human Relations for Career and personal Success. Prentice Hall International. Chapter 3: Self-Motivation and Goal Setting Chapter 12: Motivating Others and Developing Teamwork Chapter 7: Personal Communication Effectiveness Chapter 8: Communication in the Workplace Chapter 10: Managing Conflict		
Objectives	This course is designed to train the students for efficient, critical and ethical communication, motivation and conflict solving in business environment. Students gain knowledge and competence in class, through preparation of material presented later in the seminar and through individual study.		
Learning and teaching methods	Interactive lectures	Group working	Presentations
Assessment	Presentation of the video clip	40%	Written examination 60%

