# Communication Skills

# Prof. Roberta Virtuani

***COURSE AIMS***

The course aims to give students the opportunity to improve communications skills when applying them to interpersonal relations, in groups or with an audience. The aim is that students acquire awareness of their behavior and be self-assured when speaking in public. The course also aims to improve the effectiveness of the communication process in general and of presentations in particular.

***Learning outcomes***

The learning outcomes concern students’ awareness of their behavior when communicating and the acquiring and improving of communication skills in order to feel at ease and self-assured when communicating orally.

***COURSE CONTENT***

Communication skills at work

Face-to-face communication

Group communication

Audience profile

Communication style

Role of nonverbal communication

From techniques to communication strategies

Preparing a presentation

Structure of an effective presentation

Visual aids: advantages and disadvantages

Interaction with the audience

Empathy and assertiveness skills

Managing stress

***READING LIST***

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| The SAGE Handbook of Interpersonal Communication |
| [Mark L. Knapp](https://www.google.it/search?tbo=p&tbm=bks&q=inauthor:%22Mark+L.+Knapp%22&source=gbs_metadata_r&cad=7), [John A. Daly](https://www.google.it/search?tbo=p&tbm=bks&q=inauthor:%22John+A.+Daly%22&source=gbs_metadata_r&cad=7), SAGE Publications, 2011 |
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***TEACHING METHOD***

The course will be interactive, focusing on how students communicate when working in pairs or in groups. It will strengthen communication skills through the application of the concepts learned.

***ASSESSMENT METHOD***

Assessment is based on groupwork during the lessons and the assessment result will be: approved

***NOTES***

Information on office hours available on the teacher's personal page at <http://docenti.unicatt.it/>.