Study program: Modern computer technologies

Course title: Business Communications

Professor/assistant: Stanisa Dimitrijevic

Type of course: compulsory/elective

ECTS credits: 4

Pre-requisites: none

Aims of the course:
To prepare students to acquire the necessary knowledge of the elements and types of business communication, to investigate the ways and means used in business communication as well as to form a comprehensive view on the importance of business communication for the success of the organization.

Learning outcomes:
Students will be able to define the basic theoretical concepts and solve practical problems and successfully acquire techniques of business communication skills. Students will also be able to prepare and deliver multimedia presentation to public. They will be able to have business discussions and lead meetings using multimedia information technology to solve problems in business communication.

Syllabus

Theoretical part
The establishment and development of social communication, The importance of communication in business for engineers, The process and elements of communication, Business communication in organization, Verbal business communication – spoken, Verbal business communication – written, Nonverbal business communication, The relation between verbal and non-verbal communication, Communication in work groups and team work, Formal communication in work groups, Informal communication in work groups, Concept and problems of ethics in business communications, Problems and conflicts in business communication.

Practical part
none

Literature

Number of active classes

<table>
<thead>
<tr>
<th>Lectures: 30</th>
<th>Practical classes:</th>
<th>Research work:</th>
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Other forms of teaching:

Teaching methods
Combined - interactive with solving issues from real life situations

Grading system (maximum 100 points), grading scale from 5 to 10: below 51 points grade 5, grade 6 from 51-60 points, grade 7 from 61-70 points, grade 8 from 71-80 points, grade 9 from 81-90 points, grade 10 from 91-100 points.

<table>
<thead>
<tr>
<th>Pre-exam obligations</th>
<th>points</th>
<th>Final exam</th>
<th>points</th>
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<tbody>
<tr>
<td>activity during theoretical lectures</td>
<td>10</td>
<td>written exam</td>
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<tr>
<td>practical training</td>
<td>50</td>
<td>oral exam</td>
<td>30</td>
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<tr>
<td>colloquium(s)/seminar papers</td>
<td>10</td>
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<tr>
<td><strong>Sum</strong></td>
<td><strong>70</strong></td>
<td><strong>Sum</strong></td>
<td><strong>30</strong></td>
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