

<b>Module: G4 Communication and Advice</b>		
<b>Exam:</b> G4 Communication and Advice	<b>LV.-No.:</b>	<b>ECTS-Points:</b> 5 CP
<b>Recommended Semester:</b> 1st Semester	<b>Module:</b> Mandatory	<b>Language:</b> German
<b>Responsible lecturer:</b> Prof. Dr. Stefan Krings	<b>Cycle:</b> Winter Term	<b>Registration information:</b> LSF
<b>Lecturer in charge:</b> Prof. Dr. Stefan Krings		
<b>Learning outcomes</b>	<p>After successful completion of the module, the students know the basic functions of interpersonal communication as well as the central concepts and methods of conversation techniques and consulting.</p> <p>Students are able</p> <ul style="list-style-type: none"> <li>• to depict and classify aspects of nonverbal, verbal and paraverbal communication, as well as selected communication models and strategies with an example,</li> <li>• to distinguish and explain inner and outer influences on interpersonal communication,</li> <li>• to identify typical barriers in communication, to analyze communication situations relating to the models, and to deduce justified recommendations for action for a successful communication,</li> <li>• to identify different forms of consultation and instruments, to differentiate them from other forms of communication and to assess their qualities,</li> <li>• to apply basic elements of fundamental consulting techniques appropriately.</li> </ul> <p>In addition, the module encourages students to reflect on their own communication behavior and actively design communication.</p>	
<b>Form of exam</b>	Written exam	
<b>Form of teaching</b>	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Practical Training</li> </ul>	
<b>Course contents</b>	<ul style="list-style-type: none"> <li>• psychological and system-theoretical basics of interpersonal communication</li> <li>• non-verbal, verbal, and para-verbal dimensions of communication</li> <li>• selected communication models</li> <li>• Methods of conversation and interaction techniques</li> <li>• Communication in negotiation and conflict situations</li> <li>• Concepts and methods of consulting communication</li> </ul> <p>In the course of the exercise, the students also deepen their understanding of a specific aspect of interpersonal communication and work out a presentation for this purpose.</p>	

<b>Workload</b>	Presence (4 SWS): Preparation and Follow-up: sum:	60 h 90 h 150 h
<b>Requirements</b>	Proof of participation: must be submitted in the practical training and is a requirement for admission to the written exam	
<b>Literature</b>	References to the literature are given in the course of the module.	