

## **Communication in Human Resource Management HRCM17-131**

### **Purpose of course**

**Goals of the subject:** the course aims to present and process the latest knowledge and relationships about communication from the point of view of HRM. The practice-oriented sessions elaborated and implemented by students contributes to the development of effective communication skills.

### **Learning outcomes and competences**

Knowledge:

- students are familiar with the forms of communication and their specifics in the organization,
- know the elements and the conditions of effective and successful communication.

Attitude:

- have an absence of prejudices toward persons involved in the conflict,
- treat different conflicts with social sensitivity.

Ability:

- be able to properly interpret the relationships of organizational communication and conflict management,
- be able to recognize the role and importance of the use of diverse communication channels and technology tools, the organizational and personal development impact of mediatisation and virtualization,
- students identify the potential direction and tasks of communication development based on their knowledge of effective, satisfactory and distracted communication.

### **Content of the subject**

#### **Main content and thematic units**

The possible approaches and concept of communication. Human communication as a social communication. An outline of the types of communication. Interpersonal communication, group communication, social communication. Verbal communication. Non-verbal communication. Meta-communication. Laws of communication influencing. Features of communication influencing. The essence and the ethics of persuasion. Impact of communication influencing. Organizational communication – the peculiarities of communication in an organization. Communication forms in an organization. Organizational communication and conflict management. Channels and technological tools of organizational communication. Organizational- and personality-forming elements of mediatisation and virtualization. The peculiarities of effective, satisfactory and distracted communication. Possible areas for communication development.

#### **Planned learning activities and teaching methods**

- interactive individual and group tasks

### **Exam and evaluation system**

#### **Requirements, methods and aspects of assessment:**

##### Requirements

- active participation in the classes,
- designing and implementing a short-term practical session in an optional subject for the group.

Method of evaluation: term mark.

##### Aspects of evaluation:

- the processing of the theoretical background of the topic,
- adequate selection of practical tasks related to the subject,
- the professional level of implementation.

### **Literature**

#### **Compulsory literature**

- Buda, B., Sárközi, E. (ed.) (2001): *Közéleti kommunikáció*. Akadémiai Kiadó, Budapest
- Kővágó, Gy. (2009): *A kommunikáció elméleti és gyakorlati alapjai*. Aula Kiadó, Budapest
- Pease, B., Pease, A. (2006): *A testbeszéd enciklopédiája*. Park Kiadó, Budapest
- Róka, J. (2002): *Kommunikációtan*. Századvég Kiadó, Budapest
- Rosengren, K. E. (2004): *Kommunikáció*. TYPOTEX, Budapest