**Syllabus**

**Subject code:** HRCM21-131

**Subject name:** Development of professional competencies

**Purpose of course:**

The objective of the course is to gain practical experience in identifying conflicts, in selecting communication solutions applicable in conflict situations, and suitable behavioural strategies. Within the framework of the course, the most important competencies for HR consultancy are also developed, which can support the professional and successful execution of everyday communication situations.

Results and acquired competencies:

Knowledge:

* recognize the possibilities of application of different forms of communication and how to use them adaptively
* be familiar with the main communication strategies and tools related to counselling duties
* be familiar with the basic features of assertive and nonviolent communication style

Abilities:

* possess deliberate self-knowledge, realistic self-assessment, and is characterized by success orientation
* is characterized by empathy, tolerance, flexibility, and creativity in the application of her/his knowledge

Attitude:

* is able to identify conflicts arising in their own professional experience, to recognize their elements and to formulate professional solutions
* is able to effectively manage communication situations related to different partners
* is able to use elements of assertive and non-violent communication in different situation exercises

Autonomy, responsibility:

* possess the need for continuous self-development, consciously seeks organizational and individual forms of learning, and continuously uses non-formal learning opportunities based on internal motivation
* feels responsible for teammates in teamwork, contributes to effectiveness by synthesizing his / her professional knowledge.

**Content of the subject:**

The course offers practical opportunities for the development of different competencies required for the successful realization of communication situations. We also include here the assertive and non-violent communication techniques, communication strategies that support group work and group leading techniques, interviewing techniques, presentation and negotiation techniques.

Major topics:

* Assertive communication
* Group and individual communication strategies and techniques
* Conflict management in practice
* Presentation techniques
* Interviewing techniques
* Negotiation techniques

**Exam and evaluation system:**

Requirements for completing the course: active participation in classes, writing a reflective diary after each session, which reflects the experiences gathered during the training.

**Literature:**

Hargie, Owen (2017): Skilled interpersonal communication. Research, theory and practice. Routledge.

Rosenberg, M. (2015): Nonviolent communication. Puddle Dancer Press.

Pollack, J.(2020): Conflict Resolution Playbook: Practical Communication Skills for Preventing, Managing, and Resolving Conflict. Rockridge Press.