**Course Syllabus**

**1.0 Professor Information:**

**Faculty:** Mrika Kotorri

**E-mail:** mrika.kotorri@uni-pr.edu; mrika.kotorri@gmail.com

**Office:** +383 38

**Mobile Phone (Viber):** +386 49 330 210

**Office hours:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Section:** | **Days:** | **Time:** | **Location:** |
| Business Communication | Monday/ Wednesday | 09:00 – 11:00 | Faculty Office |

**2.0 Course Information**

**Course Title:** Microeconomics

**Course Number:**

**Academic year:** Third academic year, sixth semester

**Course type:** Elective

**Credits: 4** ECTS

**3.0 Course Structure:**

**Structure:** Combination of lectures, tutorials, discussions, homework and guest-lectures

**Prerequisites:**

**Time & location:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Section:** | **Days:** | **Time:** | **Location:** |
| Business communication  | Tuesday | 10:45 – 13:15 | Room 8 |

**Additional information**

Students are expected to attend all scheduled lessons. Regardless of the reason, students may have no more than 3 un-excused absences before their grade is affected. Each un-excused absence after 3 will lower the student’s course grade by one grade. This is mandatory policy--there will be **no exceptions** to this rule and attendance will be taken on a lecture basis. Additionally, students are expected to come to class prepared to participate in the lesson and take notes. Students should bring to every *tutorial* a notebook and a pen or pencil. Smart (mobile) phones and similar electronic devices should be switched off and put away at the beginning of class. Students whose phones or similar devices disrupt class due to excessive ringing or similar behavior will be asked to leave the class and will be marked as absent for the day (will receive no credit for the lesson). Finally students who have special needs related to poor eyesight, learning disabilities, or any similar issue should contact the professor at the beginning of the term so that arrangements can be made to provide the necessary assistance.

**4.0 Course Description:**

This course aims at developing and improving the effective business communications skills through written and oral communication, as well as communication through body language. The course focuses on developing and improving interpersonal skills for team work as well as negotiation and conflict resolution skills in business. Major topics covered include the importance of business communication for the organisations, types of business communication, barriers of communication, presentations skills, negotiations skills, conflict resolution skills and job application skills. The final part of this course focuses on drafting the business communication strategy.

The goals of this course are to:

* Provide an introduction to the key concepts of business communication.
* Show how business communication can be and is used successfully complete tasks.
* Provide students with communication skills.

**The expected outcomes**

Upon completion of this course students should be able:

* To write a letter, memo and report (formal and nonformal) in an effective and concize way
* To improve communication skills using e-mail and telephone
* To write a CV and motivation in an effective and concize way
* To perform well in a job interview and to followup on the interview
* To prepare for and participate in meetings
* To improve presentation skills and the application fo softwear programmes for e-presentations
* To improve interpersonal skills and conflict resolution skills
* To improve negotiation skills

**5.0 Content:**

**Note. The professor reserves the right to make alterations to this schedule at her discretion.**

1. Introduction to Business Communication: Rose and Rose, Chapter 1 (Week 1)
2. Communication Channels: Lecture Notes, Chapter 2

 (Week 2)

1. Communication Channels: Lecture Notes, Chapter 2

 (Week 3)

1. Teams: Lecture Notes, Chapter 3

(Week 4)

**Test 1 (Week 5)**

1. Presentation Skills: Lecture Notes, Chapter 4

(Week 5)

1. Feedback and Conflict: Lecture Notes, Chapter 5

(Week 6)

1. Customer Relations Lecture Notes, Chapter 6

 (Week 7)

**Test 2 (Week 8)**

1. Written communications: Lecture Notes, Chapter 7

(Week 8)

1. [Written Communication:](http://wps.aw.com/wps/media/objects/744/761962/protected/ch22/ch22.pdf) Lecture Notes, Chapter 8 (Week 9)
2. Structure and Ideas: Rose dhe Rose, Chapter 5 (Week 10)
3. Written Communications – macroaspects Rose dhe Rose, Chapter 6

(Week 11)

1. Interviews: Rose dhe Rose, Chapter 7 (Week 12)

**Test 3 (**Week **13)**

**Seminar work 1 (two weeks)**

1. Negotiations: Lecture Notes, Chapter 9

(Week 13)

1. Business Communication Strategy: Lecture Notes, Chapter 10

(Week 14)

1. Presentation of seminar work

(Week 15)

**Final exam (cumulative)**

**6.0 Instructional Strategies:**

Lectures; tutorials using case studies; homework; guest lectures.

**7.0 Text and Materials:**

1. Lecture notes prepared by the Professor
2. Rouse, M., J. and Rouse, S., 2001. “Business Communications: A Strategic and Cultural Approach”, – first edition. Cengage Learning Business Press.

Chapters **5,6 dhe 7.**

**You do NOT have to purchase the most recent version of this textbook.**

**8.0 Supplementary Readings:**

Shwom, B., & Snyder, L. G. (2016). Business communication: Polishing your professional presence (3rd ed.). Boston: Pearson.

The texts will be supplemented with journal articles and current affairs readings drawn from daily newspapers and other internet sources.

*Other supplementary materials will be uploaded on the SIS.*

**9.0 Evaluation and Grading:**

**Activity and assignment point values**

Grading will be based on:

* Quiz 1 – 25% of the Grade
* Quiz 2 - 30% of the Grade
* Quiz 3 - 35% of the Grade
* Assignment 1 – 10% of the Grade

The maximum number of points is 100. The Final grade will be calculated as follows:

 Percentage Grade Grade Points

91 – 100 A 10

81 – 90 B9

71 – 80 C8

61 – 70 D 7

51 – 60 E6

<50 FX5

**10. Quiz and exam related issues**

There will be no makeup or early exams given. Please do not miss any quizzes or exams without a valid and documented excuse in advance otherwise you will receive a 0 for that quiz or exam. Please check UP policy for valid reasons (documented medical illness that prevents you from taking the exam, a death in your immediate family, or a documented mandatory participation in trainings for KSF members).

You can only take the Final Exam at an alternative time if you present me with a valid document from an advisor verifying that you have at least 3 exams within 24 hours. Please check UP policy on this matter.

**11. Cheating**

All work and materials that you submit to the instructor for a grade must be your own work. Copying the work of others, using unapproved materials during exams and quizzes, or taking credit for work that you did not actually do is considered cheating and will not be tolerated.

**12. Other**

Please read the chapters before you come to class.

Come to class on time

Respect your classmates and don’t forget, they are here to learn.

If you do not understand what I am saying, stop me and ask questions.

Do not talk to your neighbors during class. It distracts the students around you, and it distracts me.

Try to participate during lectures and tutorials.

Please do not send e-mails trying to negotiate the final grade as this will only have a negative influence on my decision.

**I reserve the right to ask you to leave class for the day if you violate any of the above policies.**