

STUDY SUBJECT DESCRIPTION
COMMUNICATION PSYCHOLOGY

Title of Study Programme and Code	Type (compulsory/optional)	Cycle	Year of study when the component is delivered (if applicable)
Management of tourism services	Compulsory	1 st	1 st year
Semester/trimester when the component is delivered	Number of ECTS credits allocated	Language of instruction	Mode of delivery (face-to-face/e-learning/...)
1 st	3 ECTS	Lithuanian	Face-to-face (e-learning, if needed)
Name of lecturer(s)			
Evelina Gaideliënė			
Learning outcomes		Study methods	Assessment methods
After completion of the study subject, a student should be able:		Lectures Discussions Work in groups Situation analysis Project work Thought rain; Brainstorming Cases from company activities (practical-work experience of a lecturer as an organizational psychologist)	Presentation of a practical task Teamwork Project
LO 1 Explains intercultural differences in communication			
LO 2 Analyzes your behavior in critical situations			
LO 3 Knows the principles of business communication			
LO 4 Analyzes the act of communication and its structure			
Prerequisites (these courses must have successfully completed before s/he can take this course)			
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Course content			
1. The act of communication and its structure. Interpersonal interaction: perception of another person, emotions in communication, social roles. 2. Forms of verbal communication: concept of message, message coding and decoding. 3. Non-verbal forms of communication: areas of communication, facial expression, body language, touches, gestures, clothing, and appearance. 4. Communication process management. Mental self-regulation: diagnostics of personal states, attitudes, stresses, stress management, self-improvement. 5. Conflicts and their resolution: causes of conflict, signs of a conflict situation, and types of conflicting personalities. 6. Supervisor's business communication: stages, language, listening, feedback. 7. Intercultural differences in communication: norms and differences of international culture, individualism and collectivism, formal and informal business cultures, non-verbal behaviour in expressive and restrained cultures.			
Recommended or required reading and other learning resources/tools			

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| <ol style="list-style-type: none">1. Kasiulis, J. Barvydienė, V. Vadovavimo psichologija. Kaunas: Technologija, 20052. Dessler, G. Personalo valdymo pagrindai. UAB "Poligrafija ir informatika", 20013. Legkauskas, V.. Socialinė psichologija. Vaga, 2008.4. Lekavičienė, R., Vasiliauskaitė, Z., Antinienė, D., Almonaitienė, J. Bendravimo psichologija šiuolaikiškai. Alma litera, 2013. |
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