

<b>Course Title</b>	Culture of Communication				
<b>Faculty</b>	Faculty of Law and Business Studies Dr Lazar Vrkić				
<b>Study Programme</b>	English Language				
<b>Professor</b>	Ana Sentov, assistant professor	<b>Contact (e-mail address)</b>	ana.sentov@gmail.com		
<b>Code</b>		<b>Course level</b>	undergraduate (BA)	<b>ECTS credits</b>	5
<b>Description (max. 100 words)</b>	<p><i>Theoretical Part:</i> Introduction to various ways and rules of communication in multicultural business settings. Live and media-assisted communication (phone, email, video conference). The techniques for establishing effective communication in various settings (company, classroom).</p> <p><i>Practical Part:</i> Applying theoretical knowledge in simulated situations. Developing communication skills to recognize cultural diversity within a group (in a classroom, in a company) and resolve conflicts. Practicing communication skills in business meetings, conducting negotiations, and reaching agreements.</p>				
<b>Learning outcomes (max. 50 words)</b>	<p>Students have acquired pragmatic knowledge and skills to recognize appropriate behaviour and communication in different settings (business, education). They can recognize and apply rules of effective verbal and non-verbal communication. They can apply their communication skills in resolving conflicts, building tolerance and accepting cultural diversity in different settings.</p>				
<b>Semester</b>	4	<b>Maximum number of visiting students</b>			
<b>Language</b>	English & Serbian	<b>Available for international students (YES or NO)</b>		YES	

