

Course Title	Business Correspondence				
Faculty	Faculty of Law and Business Studies Dr Lazar Vrkatić				
Study Programme	Business Psychology				
Professor	Željka Bojanić, Associate Professor	Contact (e-mail address)	zeljka.bojanic@vojvodina.gov.rs		
Code		Course level	Undergraduate (BA)	ECTS credits	5
Description (max. 100 words)	The aim of this course is for students to acquire basic knowledge about communication concepts, to improve their oral and written correspondence, to learn about the principles of business protocol and behavior. Basic topics: concept of communication, nature of communication, communication uniqueness, communication types, non-verbal communication; verbal communication, group communication; mass communication; communication techniques, oral business correspondence; written business correspondence; business behavior, etiquette.				
Learning outcomes (max. 50 words)	Students will learn how to conduct business correspondence in a clear and concise way. Also, they will know how to formulate their thoughts in formal requests, business letters, and other forms of successful business correspondence.				
Semester	2	Maximum number of visiting students			
Language		Available for international students (YES or NO)		YES	