

COURSE CERTIFICATE

№ 02BSCONCOM-0222-1

Date of issue 11/01/2023

This is to certify that

Алексанян Фрунзе Артурович

Successfully completed the course

BASIC SKILLS OF CONSTRUCTIVE COMMUNICATION

2 credits

The description of the course and the achieved learning results are given in the appendix to this certificate.

E-CERTIFICATE

<https://open.spbstu.ru/certificate/02BSCONCOM-0222-1.pdf>



Vice-rector for academic affairs
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<http://www.spbstu.ru/>

THE NAME OF THE COURSE BASIC SKILLS OF CONSTRUCTIVE COMMUNICATION
<https://openedu.ru/course/spbstu/BSCONCOM/>

LEAD-TIME

From October 17, 2022 to December 30, 2022

Assessment, number of hours and credits per course

Credits	Hours		Assessment		
	General	Aca- demic	100-point	5-point	Letter
2	54	72	86	4	B

GRADING POLICY

Evaluation scale ranges (100-point scale)	Score (5-point scale)	Letter
90-100	5	A
75-89	4	B
60-74	3	C
0-59	2	F

COURSE PROGRAM

Module 1. What is Constructive Communication?

Lesson 1. Introduction

Lesson 2. Why is constructive communication important?

- 2.1. Introduction to 6 dimensions of Human beings
- 2.2. Types of communication

Lesson 3. Basic models of communications

- 3.1. Levels of communication and Basic Principle of Social Interaction
- 3.2. Johari window

Module 2. Perception of Information and its Interpretation

Lesson 1. Interrupting & Conjecturing

- 1.1. Applying course theory to real life
- 1.2. Why is interrupting not effective?
- 1.3. Conjecturing
- 1.4. The ambiguity of information perception

Module 3. Active Listening for proper understanding, and precise formulation of your thoughts

Lesson 1. Listening levels & active listening

- 1.1. Listening and listening levels
- 1.2. Active listening – basics & techniques
- 1.3. Constructive discussion

Lesson 2. Why it is important to formulate thoughts accurately?

- 2.1. Why is it important to formulate your thoughts accurately?

Module 4. Feedback

Lesson 1. Basic rules of giving and receiving feedback

- 1.1. How familiar are you with a concept of feedback?
- 1.2. Basic rules of giving and receiving feedback

Lesson 2. Feedback models

- 2.1. Models of providing feedback
- 2.2. Knowledge Implementation and Exercise for training
- 2.3. Demonstration of constructive and non-constructive feedback

Module 5. Regulation of Emotions

Lesson 1. Emotions in communication

- 1.1. Emotions in communication

Lesson 2. Regulation of emotions

- 2.1. Regulation of emotions
- 2.2. Communicative techniques to regulate your own emotional state
- 2.3. Communicative techniques to impact the emotions of your interlocutor

Module 6. Summarizing

Lesson 1. Review and creating a check-list

- 1.1. Summary of the course
- 1.2. Keep developing your communication skills

WHAT YOU'LL LEARN:

- How to listen actively and to highlight the essence of your interlocutor's statements
- How to form new constructive behaviors
- To articulate your thoughts clearly and in a structured way
- Two different feedback techniques
- To recognize and regulate emotional state
- Different emotions regulating techniques

SCORING FORMULA:

№	Assessment Type	Points scored	Maximum score	Quotient
1	Test	90	100	0,25
2	Practice	90	100	0,30
3	Main Coursework	100	100	0,30
4	Final Exam	40	100	0,15
5	Final Score	86	100	1

Appendix to the certificate №
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