

# **О**ткрытое образование

## **COURSE CERTIFICATE**

№ 02BSCONCOM-0224-1 Date of issue 16/01/2025

This is to certify that

## Хэ Жун

Successfully completed the course

## BASIC SKILLS OF CONSTRUCTIVE COMMUNICATION

### 2 credits

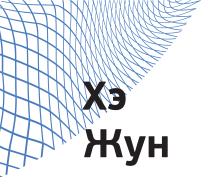
The description of the course and the achieved learning results are given in the appendix to this certificate.

## E-CERTIFICATE

https://open.spbstu.ru/certificate/02BSCONCOM-0224-1.pdf



Vice-rector for academic affairs Ludmila V. Pankova



STUDENT ID 4097004

PETER THE GREAT ST. PETERSBURG POLYTECHNIC UNIVERSITY http://www.spbstu.ru/

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

#### LEAD-TIME

From October 21, 2024 to December 15, 2024

## Assessment, number of hours and credits per course

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

#### **GRADING POLICY**

Evaluation scale ranges (100-point scale)	Score (5-point scale)	Letter
90-100	5	А
75-89	4	В
60-74	3	С
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:

No	Assessment Type	Points scored	Maximum score	Quotient
1	Test	78	100	0,25
2	Practice	80	100	0,30
3	Main Coursework	100	100	0,30
4	Final Exam	80	100	0,15
5	Final Score	86	100	1

Appendix to the certificate № 02B\$CONCOM-0224-1
Date of issue 16/01/2025

