

# MVŠO

MORAVSKÁ VYSOKÁ ŠKOLA OLMOUC



## Communication Skills for Managers

# Course organization

# COMMUNICATION SKILLS FOR MANAGERS

Academic year 2021/22  
master's deg., sum. sem.

# CONTACT

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consulting hours:

**TH 15:00-17:00**

(by prior arrangement)

# CONDITIONS for passing the course

- activity during lessons
- fulfillment of continuously assigned tasks (presentation and others)
- elaborating of seminar work

## SEMINAR WORK TOPIC

# Critical analysis of presented situation



# SEMINAR WORK

- individual work
- range: max. **1** page of text (+ introductory page)
- deadline: **30.4.2022** (IS MVŠO – odevzdávárna)
- resit deadline: 29.5.2022
- situation (object of seminar work):

funny communication skills – YouTube

A guide to effective communication – YouTube

# Structure of seminar work

- Brief description of the situation (video shot)
- Description of the involved characters
- Analysis of actions of individual characters
- Identification of the winning communication strategy
- Final evaluation
- **CLEARLY, BRIEFLY, STRUCTURED**

# PRESENTATIONS

- dictionary of body language (Joe Navarro)

<https://pdfroom.com/books/the-dictionary-of-body-language-a-field-guide-to-human-behavior/9qlgyXOqdMG>

<https://pdfarchived.com/the-dictionary-of-body-language-pdf/>

- individual presentations
- 2 presentations on each lesson
- evaluation: presentation skills  
adherence to presentation rules



# Semestr structure

- 14.2. **introduction to the course**  
**presentation skills**
- 28.2. **introduction to communication**
- 14.3. **LIFO**
- 28.3. **transactional analysis**
- 11.4. **assertiveness**
- 25.4. **negotiation**
- 9.5. **summary and conclusion**

# RECOMMENDED LITERATURE

- FISHER CHAN, J. **Communication skills for managers**. 5th ed. Saranac Lake: American Management Association, 2002. ISBN 978-07-612-1338-3.
- NYBERG, C. **Communication Skills**. London: Bookboon.com Ltd, 2016. ISBN 978-87-403-1096-2.
- DOYLE, A. **Top 10 Communication Skills for Workplace Success**. New York: About, Inc., 2017.