



MEĐIMURSKO VELEUČILIŠTE U ČAKOVCU

MEĐIMURJE UNIVERSITY OF APPLIED SCIENCES IN ČAKOVEC

COURSE SYLLABUS

ACADEMIC YEAR: 2025/2026

1. GENERAL COURSE INFORMATION

1.1 Course name	Communication skills			
1.2 Study program/s	Undergraduate Professional Study Programme Computer Engineering			
1.3 Course status (O,E)	O	1.6 Mode of instruction (number of hours)	Lectures	30
1.4 Course code			Exercises	45
1.5 Course abbreviation			Seminars	
1.6 Semester	III		E-learning	Merlin
1.7 ECTS	4	1.7 Place and time of instruction	The premises of the Međimurje University of Applied Sciences in Čakovec, according to the schedule published on the website	

2. TEACHING STAFF

2.1 Course leader/s-title	Irena Popović, lecturer	contact	irena.popovic@mev.hr
		contact	
2.2 Assistant/s- title		contact	
		contact	
2.3 Instruction held by- title	Irena Popović, lecturer	contact	irena.popovic@mev.hr
2.4 Course leader/s-title		contact	

3. COURSE DESCRIPTION

3.1. Course goals	Understanding the basics of successful communication and acquiring techniques and skills necessary for successful communication with individuals, in groups and with the public.								
3.2 Prerequisites	None.								
3.3 Course outcomes	Students will be able to: I1 Differentiate basic communication concepts (basic characteristics, laws and dynamics) and practice their practical application I2 Apply the principles of conflict and crisis management. I3 Practice effective, proactive and assertive communication through active listening, presenting, arguing I4 Practice non-verbal and verbal communication								
3.4 Contribution of the course to the study program	IS1 Apply the acquired learning skills, basic knowledge of the profession and problem solving necessary for continuing studies at a higher level IS4 Apply communication and professional ethics								
3.5 Course content	What is communication: types, goals, principles of the communication process. Communication competence: the skills of successful communication with an individual and communication in a small group. Conversation. Innovative communication.2								
3.6 Types of coursework	x	Lectures	x	Exercises	x	Blended e-learning	x	Individual activities	Laboratory
	x	Seminars and workshops		Distant learning	x	Field classes		Multimedia and network	Mentorship
		Other							

3.7 Language of instruction	Croatian																																																						
3.8 Monitoring students' work (enter the number of ECTS credits for each activity so that the total number of ECTS credits is equal to the total ECTS value of the course, 1 ECTS = 30 hours)		Class attendance	1,5	Seminars	1,5	Exercises																																																	
		Midterm exams/written exam		Project		Essay																																																	
	1,0	Oral exam		Practical task																																																			
	<table border="1" data-bbox="603 398 1326 734"> <thead> <tr> <th data-bbox="603 398 948 427">Activity specification</th> <th data-bbox="948 398 1134 427">Percent %</th> <th data-bbox="1134 398 1326 427">Points</th> </tr> </thead> <tbody> <tr> <td colspan="3" data-bbox="603 427 1326 456" style="text-align: center;">Assessment during instruction</td> </tr> <tr> <td data-bbox="603 456 948 486">Attendance</td> <td data-bbox="948 456 1134 486" style="text-align: center;">0</td> <td data-bbox="1134 456 1326 486" style="text-align: center;">0</td> </tr> <tr> <td data-bbox="603 486 948 515">Individual activities</td> <td data-bbox="948 486 1134 515" style="text-align: center;">0</td> <td data-bbox="1134 486 1326 515" style="text-align: center;">0</td> </tr> <tr> <td data-bbox="603 515 948 544">Seminar/ project/ essay</td> <td data-bbox="948 515 1134 544" style="text-align: center;">35%</td> <td data-bbox="1134 515 1326 544" style="text-align: center;">35</td> </tr> <tr> <td data-bbox="603 544 948 573">Exercises</td> <td data-bbox="948 544 1134 573" style="text-align: center;">35%</td> <td data-bbox="1134 544 1326 573" style="text-align: center;">35</td> </tr> <tr> <td data-bbox="603 573 948 602">Oral exam</td> <td data-bbox="948 573 1134 602" style="text-align: center;">30%</td> <td data-bbox="1134 573 1326 602" style="text-align: center;">30</td> </tr> <tr> <td colspan="3" data-bbox="603 602 1326 674" style="text-align: center;"><i>Exam assessment for the students who failed to fulfil all the obligatory requirements during the semester</i></td> </tr> <tr> <td data-bbox="603 674 948 703"></td> <td data-bbox="948 674 1134 703"></td> <td data-bbox="1134 674 1326 703"></td> </tr> <tr> <td data-bbox="603 703 948 732">Total:</td> <td data-bbox="948 703 1134 732" style="text-align: center;">100%</td> <td data-bbox="1134 703 1326 732" style="text-align: center;">100</td> </tr> </tbody> </table>							Activity specification	Percent %	Points	Assessment during instruction			Attendance	0	0	Individual activities	0	0	Seminar/ project/ essay	35%	35	Exercises	35%	35	Oral exam	30%	30	<i>Exam assessment for the students who failed to fulfil all the obligatory requirements during the semester</i>						Total:	100%	100																		
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<p data-bbox="520 1070 708 1099"><i>Points Grade</i></p> <p data-bbox="520 1106 778 1135"><i>89 – 100 excellent (5)</i></p> <p data-bbox="520 1142 788 1171"><i>76 – 88 very good (4)</i></p> <p data-bbox="520 1178 730 1207"><i>63 – 75 good (3)</i></p> <p data-bbox="520 1214 724 1243"><i>50 – 62 pass (2)</i></p> <p data-bbox="520 1249 708 1279"><i>0 – 49 fail (1)</i></p>																																																							
3.9 Specific features related to taking the course	<p data-bbox="520 1323 1485 1420">a) Pass an exam consisting of a written part. The written part refers to the teaching material - the skills, attitudes and behaviors that they acquired during the lesson, and from the cited literature.</p> <p data-bbox="520 1426 836 1456">b) Create a seminar paper</p> <p data-bbox="520 1462 927 1491">c) Master the necessary exercises</p>																																																						
3.10 Students obligations	<ul data-bbox="571 1503 1485 2022" style="list-style-type: none"> <li data-bbox="571 1503 1485 1599">• a full-time student has the right to sit for the exam if he attends classes for a minimum of 70% of the total prescribed number of hours <li data-bbox="571 1606 1485 1747">• a full-time student who attends classes from 50 to 70% of the total prescribed number of hours can exercise the right to take the exam by completing additional teaching activities in agreement with the course teacher <li data-bbox="571 1753 1485 1850">• a full-time student who attends a certain course for less than 50% of the prescribed number of hours enrolls in the course the following academic year <li data-bbox="571 1856 1485 1953">• a part-time student has the right to sit for the exam if he/she attends classes for a minimum of 30% of the total prescribed number of hours <li data-bbox="571 1960 1485 2022">• a part-time student who attends classes for 20 to 30% of the total prescribed number of hours can exercise the right to sit for the exam 																																																						

		<p>by completing additional teaching activities in agreement with the course teacher</p> <ul style="list-style-type: none"> a part-time student who attends the classes of a certain course for less than 20% of the prescribed number of hours re-enrolls in the course the following academic year
3.11 Written assignments		
3.12 Required reading	1	Čerepinko, D. (2011). Komunikologija: kratki pregled najvažnijih teorija, pojmova i principa. Varaždin: Veleučilište.
3.13 Additional reading	1	Aubato, S. i Foy DiGeronimo, T. (2004). Govorite iz srca – Budite svoji i postignite rezultate. Zagreb: Alinea
	2	Fisher, R., Ury, W., Patton, B. (2003). Kako do DA: do dogovora pregovorom, a ne predajom. Zagreb: Neretva.

4. ADDITIONAL INFORMATION ABOUT THE COURSE

4.1 Quality control	The quality of the program, teaching process, teaching skills and level of mastery of the material will be established by conducting a written evaluation based on questionnaires, and in other standardised ways and in accordance with the by-laws of the Međimurje University of Applied Sciences in Čakovec.
4.2 Contact the teacher	Students can contact the teacher during the office hours and during classes. All other methods of communication are arranged with the teacher. It is also possible to ask questions by e-mail, which will be answered in 48 hours at the latest. It is desirable for students to come as often as possible for any possible questions during the teacher's office hours.
4.3 Information about the course	It is the obligation of each student to be regularly informed about the course. All notifications about the classes or possible postponement of classes will be posted on the bulletin board and on the website of the University at least 24 hours in advance.

5. ELABORATION OF THEMATIC UNITS

Week	Topic	Course outcome
1.	What is communication: types, goals, principles of the communication process.	O1
2.	The nature of interpersonal communication. The importance of communication for interpersonal relationships.	O1
3.	Obstacles to successful communication: clashes and conflicts.	O2
4.	Communication competence: the skills of successful communication with an individual and communication in a small group.	O2
5.	Assertiveness in communication.	O3
6.	Debate: discussion	O2, O3
7.	Conversation.	O1, O3
8.	Presentation skills and presentation skills during presentations.	O3
9.	Active listening: listening critically and asking questions of the speaker.	O3
10.	Obstacles to successful communication.	O3, O4
11.	Empathic understanding.	O4
12.	The importance of non-verbal and verbal communication.	O4
13.	Public speaking. Different purposes and appropriate forms of addressing the audience.	O1, O4
14.	Communication in the team.	O2, O4
15.	Innovative communication	O4