

BYS102 - PROTOCOL AND RULES OF SOCIAL BEHAVIOUR - Meslek Yüksekokulu - Büro Hizmetleri ve Sekreterlik Bölümü

General Info

Objectives of the Course

Business and social lives of the students will use the protocol to gain information, communicate this information to the appropriate place and time in which to exhibit the behavior when working with people and agencies to develop and practice skills.

Course Contents

Date of Formation and Development of the Social Code of Conduct, the Protocol Definition and Main Protocol Rules to be Followed in any relationship, Clothing and Personal Care. Government, Military, Diplomatic, capital, and the City, State Protocols (Priority Queues), Rules Regulating Social Life, Rules Regulating the business environment.

Recommended or Required Reading

Computer, internet, presentation devices, sound system.

Planned Learning Activities and Teaching Methods

Reading; presentation; lecture; discussion; brainstorming; question-answer

Recommended Optional Programme Components

In order to increase participation in the course, students' suggestions regarding course content and teaching methods will be taken into consideration.

Instructor's Assistants

No helper.

Presentation Of Course

Face to face

Dersi Veren Öğretim Elemanları

Inst. İclal Pomak Inst. Dr. Barış İbrahim Dilek

Program Outcomes

1. It analyzes the definition of protocol, its historical development, fundamental principles, and types in different fields.
2. In their personal lives, they represent the corporate identity by applying personal care, dress, and behavior standards within the framework of protocol rules.
3. They behave in a manner consistent with the general expectations of politeness and etiquette in social and cultural settings.
4. Manages the reception, hosting, and farewell processes at social celebrations and corporate ceremonies with protocol discipline.
5. Uses appropriate forms of address and behavior models in social and corporate visits, gift-giving processes, and subordinate-superior relationships.
6. It plans seating arrangements based on title and seniority in different areas such as meeting rooms, vehicles, and dining tables.
7. The flag protocol implements official precedence orders and hierarchical arrangements in public spaces in accordance with the law.
8. It handles all organizational steps from menu preparation to serving order, table manners to invitation management.

Weekly Contents

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical	Practise
1	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. p.13-14	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Elements and factors that constitute social behavior	
2	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.15-38	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Rules of conduct in social and corporate life (business environment)	

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical	Practise
3	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.39-44	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Rules of respect, etiquette and courtesy in social life	
4	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.44-51	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	The rules of community life, social roles, its importance, the protocol usage in the various places	
5	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.51-61	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Rules of Respect, Etiquette and Courtesy to be Followed in Cultural Venues (Cultural Events such as Opera, Ballet, Cinema, Theatre, Concerts, etc.), Historical-Touristic Venues and Businesses, Temples and Shopping Places	
6	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.62-81	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Social Ceremonies and Celebrations (Birth, Circumcision, Engagement, Marriage and Wedding, Separation - Divorce, Funeral and Mawlid Ceremony)	
7	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.82-104	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Visits and Gifts in Social and Corporate Life. General Principles and Rules to be Followed During Visits Official Visits (Inauguration Visit, Congratulation (Protocol) Visit, Study (Business) Visit, Farewell Visit)	
9	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.105-129	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	General Rules for Invitations and Banquets Invitations, Cocktail Parties and Receptions, Table and Seating Arrangements in Formal Dinner Invitations, Menu Preparation, Menu Presentation Examples, Menu Serving Order, Food Service Rules, Etiquette and Courtesy Rules in Invitations and Banquets	
10	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.130-136	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Protocol in Public and Institutional Life, Meaning and Importance of Protocol, Areas and Subjects Where Protocol is Applied, Basic Principles and Rules in Protocol	
11	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.136-149	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Important Persons in Protocol (VIP), Protocol Types, International Protocol (Diplomatic Protocol), State Protocol (Capital Protocol), Civil Protocol (Provincial Protocol), Military Protocol, Judicial Protocol, Academic Protocol, Religious Protocol, Sports Protocol, Social Protocol, Institutional Protocol (Tourism Protocol).	
12	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.150-154	Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Protocol Activities in Public and Institutional Life, National and Corporate Flags, Flag Protocol	

Order	PreparationInfo	Laboratory	TeachingMethods	Theoretical	Practise
13	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.154-161		Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Official, Private and Social Vehicles and Seating Arrangements in Vehicles.	
14	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.161-174		Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Corporate Ceremonies, Guest Protocol	
15	Aytürk, N. (2019), Social Behavior and Protocol, Anadolu University Publication. Eskişehir. pp.176-195		Lecture, Discussion, Question & Answer, Observation, Demonstration, Practice - Practice, Case Study, Issue / Problem Solving,	Protocol on Corporate Conduct . Subordinate-Superior Relations, Customer Relations and Behavior Methods in Corporate Life	

Workload

Activities	Number	PLEASE SELECT TWO DISTINCT LANGUAGES
Vize	1	1,00
Final	1	1,00
Derse Katılım	14	2,00
Ders Öncesi Bireysel Çalışma	8	3,00
Ders Sonrası Bireysel Çalışma	8	3,00
Ara Sınav Hazırlık	3	2,00
Final Sınavı Hazırlık	3	2,00

Assesments

Activities	Weight (%)
Ara Sınav	40,00
Final	60,00

	P.O. 1	P.O. 2	P.O. 3	P.O. 4	P.O. 5	P.O. 6	P.O. 7	P.O. 8	P.O. 9	P.O. 10	P.O. 11	P.O. 12	P.O. 13	P.O. 14	P.O. 15
L.O. 1	3														
L.O. 2	2											4			
L.O. 3	4	2													
L.O. 4			2										3	3	
L.O. 5									2						
L.O. 6														2	
L.O. 7															
L.O. 8															

Table :

- P.O. 1 :** Mesleği ile ilgili temel, güncel ve uygulamalı bilgilere sahip olur.
- P.O. 2 :** İş sağlığı ve güvenliği, çevre bilinci ve kalite süreçleri hakkında bilgi sahibi olur.
- P.O. 3 :** Mesleği için güncel gelişmeleri ve uygulamaları takip eder, etkin şekilde kullanır.
- P.O. 4 :** Mesleği ile ilgili bilişim teknolojilerini (yazılım, program, animasyon vb.) etkin kullanır.
- P.O. 5 :** Mesleki problemleri ve konuları bağımsız olarak analitik ve eleştirel bir yaklaşımla değerlendirme ve çözüm önerisini sunabilme becerisine sahiptir.
- P.O. 6 :** Bilgi ve beceriler düzeyinde düşüncelerini yazılı ve sözlü iletişim yolu ile etkin biçimde sunabilir, anlaşılır biçimde ifade eder.
- P.O. 7 :** Alanı ile ilgili uygulamalarda karşılaşılan ve öngörülemeyen karmaşık sorunları çözmek için ekip üyesi olarak sorumluluk alır.
- P.O. 8 :** Kariyer yönetimi ve yaşam boyu öğrenme konularında farkındalığa sahiptir.
- P.O. 9 :** Alanı ile ilgili verilerin toplanması, uygulanması ve sonuçlarının duyurulması aşamalarında toplumsal, bilimsel, kültürel ve etik değerlere sahiptir.
- P.O. 10 :** Bir yabancı dili kullanarak alanındaki bilgileri takip eder ve meslektaşları ile iletişim kurar
- P.O. 11 :** Yönetime ilişkin temel kavramları, yönetimin fonksiyonlarını ve yönetim yaklaşımlarını açıklar.
- P.O. 12 :** Büro yönetimi ve organizasyonunu bilir.
- P.O. 13 :** Sekreterlik için gerekli çağdaş teknikleri ve çalışma araçlarını kullanır.
- P.O. 14 :** Yöneticiyi asiste eder, resmi yazışmaları ve organizasyonları gerçekleştirir.
- P.O. 15 :** Türkiye Cumhuriyeti tarihi ve Atatürk İlkeleri ve İnkılapları hakkında bilgi sahibi olur
- L.O. 1 :** Protokolün tanımını, tarihsel gelişimini, temel ilkelerini ve farklı alanlardaki türlerini analiz eder.
- L.O. 2 :** İş yaşamında kişisel bakım, giyim ve davranış standartlarını uygulayarak kurumsal kimliği protokol kuralları çerçevesinde temsil eder
- L.O. 3 :** Sosyal ve kültürel mekânlarda toplumun genel nezaket ve görgü beklentilerine uygun davranışlar sergiler.
- L.O. 4 :** Sosyal kutlamalar ve kurumsal törenlerde karşılama, ağırlama ve uğurlama süreçlerini protokol disipliniyle yönetir.
- L.O. 5 :** Sosyal ve kurumsal ziyaretlerde, hediyeleşme süreçlerinde ve ast-üst ilişkilerinde doğru hitap ve davranış modellerini kullanır
- L.O. 6 :** Toplantı odaları, taşıtlar ve yemek masaları gibi farklı alanlarda unvan ve kıdem sırasına göre yerleşim planlaması yapar
- L.O. 7 :** Bayrak protokolü, resmi öncelik sıraları ve kamusal alanlardaki hiyerarşik düzenlemeleri mevzuata uygun şekilde yürütür
- L.O. 8 :** Davetlerde menü hazırlığından servis sırasına, sofra adabından davetiye yönetimine kadar tüm organizasyonel adımları uygular.