

GCM 111 - INTRODUCTION TO COMMUNICATION - Gülşehir Sosyal Bilimler Meslek Yüksekokulu - Büro Hizmetleri ve Sekreterlik Bölümü

General Info

Objectives of the Course

The aim of this course is to examine the phenomenon of communication through its psychological foundations, thereby developing students' communication competencies at the individual, interpersonal, and societal levels. Within the scope of the course, students will learn concepts related to psychology such as perception, emotion, attitude, empathy, persuasion, and body language. They will gain the skills to establish effective communication in different social environments, manage conflicts, express themselves, and build healthy relationships.

Course Contents

What is communication? Types of communication, verbal and nonverbal communication, principles of communication, problems of communication, individual communication, organizational communication, community communication, levels of communication, communication and perception, communication and public, culture and communication, effective speech and listening

Recommended or Required Reading

Aysel Aziz, Introduction to Communication, Istanbul, Hiperlink Publications, 2016 John Fiske, Introduction to Communication Studies, Trans. Süleyman İrvan, Ankara, Pharmakon, Nazife Güngör, Introduction to Communication. Ankara, Siyasal Publishing House, 2015 Burn, D., Feeling Good (2019) (New Mood Therapy) Cognitive and Behavioral Therapies Series Psikonet Publishing, Istanbul,

Planned Learning Activities and Teaching Methods

Oral presentation, practical exercises, question and answer, discussion

Recommended Optional Programme Components

It is recommended that students follow the lessons and then repeat the concepts and lectures afterwards.

Instructor's Assistants

Lecturer Mehmet Yaşar ARCA

Presentation Of Course

face to face education

Dersi Veren Öğretim Elemanları

Inst. Mehmet Yaşar Arca

Program Outcomes

1. Able to understand the importance of communication in our daily lives
2. Able to recognize the structure of organization and communication.
3. Knows the communication process.
4. Establish a relationship between verbal communication and body language.

Weekly Contents

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical	Practise
1	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	general introduction to communication, concepts	
2	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Concept of Communication, Basic Elements of Communication and process	
3	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Structural Features of Communication	
4	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary		Interpersonal Communication, Factors Affecting Interpersonal Communication	
5	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Interpersonal Communication and Conflict	

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical	Practise
6	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Kişilerarası İletişimde Dinleme Becerisi	
7	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Introduction to the Dimensions of Communication, Introvert communication	
8			exam	
9	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Interpersonal Communication, group communication	
10	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Communication in organizations	
11	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Örgütsel İletişimim İşleyişi	
12	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Örgütsel İletişimim İşleyişi	
13	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	The process of organizational communication	
14	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	Mass Communication	
15	http://auzefkitap.istanbul.edu.tr/kitap/kok/iletisimbilimiau212.pdf The student is able to do preliminary	Oral presentation, practical exercises, question and answer, discussion	public communication	

Workload

Activities	Number	PLEASE SELECT TWO DISTINCT LANGUAGES
Teorik Ders Anlatım	15	3,00
Vize	1	1,00
Final	1	1,00
Ders Öncesi Bireysel Çalışma	14	3,00
Ara Sınav Hazırlık	1	3,00
Final Sınavı Hazırlık	1	3,00
Derse Katılım	14	1,00
Ev Ödevi	2	6,00
Bütünleme	1	1,00
Tartışmalı Ders	14	1,00
Uygulama / Pratik	1	14,00

Activities	Weight (%)
Vize	40,00
Final	60,00

Büro Hizmetleri ve Sekreterlik Bölümü / Çağrı Merkezi Hizmetleri X Learning Outcome Relation

	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	P.O. 16	P.O. 17	P.O. 18	P.O. 19
L.O. 1				1											1			1	
L.O. 2											2				2				
L.O. 3					3	3					3								
L.O. 4								4											

Table :

- P.O. 1 :** Call Center Services have information about the basic level in the field.
- P.O. 2 :** Decision, implementation, and their behavior has the ability to use information acquired in the field of Call Center Services.
- P.O. 3 :** Analyzing the information in the field of Call Center Services, has the ability to interpret and evaluate.
- P.O. 4 :** Students perform assigned duties and responsibilities.
- P.O. 5 :** Students take responsibility for unforeseen problems encountered in practice or as a team member .
- P.O. 6 :** Critically evaluates the acquired knowledge and skills.
- P.O. 7 :** Shows the need for continuity of learning and understanding.
- P.O. 8 :** Programs for the learning needs are open for accession.
- P.O. 9 :** Call Center Services related to the field at the level of acquired knowledge and skills transfers in written and oral opinions and proposals relevant .
- P.O. 10 :** Likely to help his colleagues.
- P.O. 11 :** Call Center Services field required by the European Computer User License Key Level at least in conjunction with computer software uses information and communication technologies.
- P.O. 12 :** Knows Atatürk's principles and interests, and have them.
- P.O. 13 :** Communicate effectively in oral and written Turkish.
- P.O. 14 :** Using The European Language Portfolio A2 Level General English in the field of call center services follows information.
- P.O. 15 :** Organization / the Authority, labor and act in accordance with social ethics.
- P.O. 16 :** The universality of social benefits, social justice, quality and cultural values ??and environmental protection, occupational health and safety issues has enough conscious.
- P.O. 17 :** Open to change and innovation.
- P.O. 18 :** Know the basic mathematical terms and use in problem-solving.
- P.O. 19 :** Analyzing the information in the field of Call Center Services, has the ability to interpret and evaluate.
- L.O. 1 :** Able to understand the importance of communication in our daily lives
- L.O. 2 :** Able to recognize the structure of organization and communication.
- L.O. 3 :** Knows the communication process.
- L.O. 4 :** Establish a relationship between verbal communication and body language.