**SUMMARY OF LECTURE**

**SUBJECT: INTERPERSONAL SKILL**

1. **AIMS**

After the lesson, students can:

* Initially familiarize with the subject
* Outline the reason, purpose, and approach of the subject Communication and teamwork skills
* Cooperate and respect each other in the learning and working process

1. **CONTENTS**
2. Rationale and necessity of the subject
3. Purpose of the subject
4. Subject structure, requirements of the process scores, attendance, and examinations
5. Subject approach method
6. **DETAILS**
7. Rationale and necessity of the subject

* Implementing the strategy of Hue Industrial College in the period of 2018-2020;
* The necessity of life skills: many students have good expertise, but life skills are limited so the level of success is not high;
* To be able to succeed: intelligence (IQ) is essential, but also needs emotional intelligence (EQ) and other complementary skills.

1. Purposes of the subject

This subject is designed to equip Hue Industrial College students with the basic knowledge and skills of communication, teamwork, so that after graduation, they will be able to perform professional activities well.

* Specific objectives of the subject:

+ About knowledge: presenting concepts, the role of communication and teamwork in learning and life.

+ About skills: capable of analyzing, selecting, practicing / demonstrating basic skills often used in communication and teamwork, such as questions, active listening, receiving and countering information retrieval, problem solving, team conflict resolution, collaborative approach and support within the group.

+ About attitude: actively learning the subject and practicing in the learning process, ready to share.

1. **Subject structure and assessment**
   1. Subject structure

Lessons in the program that students have access to:

Lesson 1: Overview of communication

Lesson 2: The process of communication

Lesson 3: Means of communication

Lesson 4: Basic communication skills

Lesson 5: Direct communication and telephone communication

* 1. **Assessment**

Process score accounts for 30%, and test score accounts for 70%.

Requirements for attendance and participation of students in the learning process:

* Students must attend all classroom sessions, complete homework assignments which are assigned to individual or group by the teachers.
* Supporting class members...
* Students will be assessed for process scores through classroom participation and group activities.
* The mid-term test is an essay for group work.
* There is a test of all modules, writing, without documentation.

1. Subject approach method

Method of learning skill subjects: Method of being learner centered.

The tools used are mainly: active presentations, group discussions, questions and answers, situations / role-play, personal work.

**CONTENT OF THE PROGRAM**

**Chapter 1: OVERVIEW OF COMMUNICATION**

After finishing this chapter, students can:

* Understand the concepts, roles, and functions of communication
* Know the classification of communication
* Determine whether a phenomenon is a communication

**Chapter 2: COMMUNICATION PROCESS**

After finishing this chapter, students can:

* Understand the nature and characteristics of the communication process
* Exchange more accurate and complete information
* Know how to make a good impression of oneself right from the first contact. Enhance mutual understanding and improve the effectiveness of interaction and interaction with others in communication.

**Chapter 3: COMMUNICATION MEANS**

After finishing this chapter, students can:

* Understand the expressive value of each communication mean
* Understand and grasp the content, the meaning of words, actions, gestures... of the communicating objects
* Use more effective means of communication
* Adequate attention to one’s own speech, actions, posture, dress and other nonverbal expressions in communication.

**Chapter 4: BASIC COMMUNICATION SKILLS**

After finishing this chapter, students can:

* Understand the importance of basic communication skills;
* To speak, ask questions, persuade, listen and read effectively;
* Know how to write a job application.

**Chapter 5: DIRECT COMMUNICATION AND TELEPHONE COMMUNICATION**

After finishing this chapter, students can:

* Understand the meaning of etiquette and practices in direct communication;
* Strictly follow etiquette and practices in direct communication;
* Effectively handle communication situations such as compliments, criticisms, rejection...;
* Know the interview forms;
* Effective application in the interviews;
* Understand the importance and how to communicate by phone.