



<b>Social Skills</b>	
Course Number	3821 (Business Administration)
Lecturer	Prof. Dr. Angress / Prof. Dr. Szebel-Habig / Prof. Dr. Wiggenhorn / Prof. Dr. Winter / Prof. Dr. Weithmann
ECTS	2
Number of semester hours	2
Type	Compulsory Module
Duration	2.5 days
Prerequisites	None
Type of exam	Compulsory attendance and participation
Objectives	<p>The students understand what social competence is and implies as well as its importance for their future professional success. They know the most important related transferable skills (e.g. methodological, self-management) and the underlying mechanisms of group processes as well as how to effectively moderate or chair a group. They are familiar with the main features regarding communication patterns and conflict resolution as well as social etiquette.</p> <p>Students are able to apply their knowledge of chairing a group and conducting staff appraisals, initiating mediation or conflict resolution as well as participating in brainstorming sessions. They are familiar with social etiquette and practice these skills through role-plays.</p> <p>Most of the exercises are conducted in teams so that students learn and comprehend together how reasonable results can be achieved in teams. Through chairing a session as well as learning how to present results, they also enhance their independence and self-efficacy.</p> <p>While this workshop on social skills focusses on teamwork and cooperation students are also trained to sustain an argument or position independently e.g. in conflict situations or to give clear guidance while acting as chairs of a meeting or session.</p>
Content	<p>Definitions of Social Skills/Social Competence: Self-management (soft skills, self-image vs public image, time and stress management), emotional intelligence and human , communication skills (e.g. with difficult communication partners, ability to resolve conflicts, voice constructive criticism and give/receive feedback), ability to cooperate in teams (especially how to moderate teams, roles in teams, brainstorming techniques in teams, how to deal with idea killers) mainly via case studies and role plays.</p> <p>The English version of the workshop "Social Skills" also focusses on interpersonal skills in an international context with regards to building intercultural awareness and communication skills. Social Skills here also refer to the cluster of personality traits, social graces, facility with language, personal habits, friendliness, and optimism that mark people when interacting internationally.</p>
Bibliography	<p>Birkenbihl, Vera: Kommunikationstraining, 29. Aufl., mvg 2007            Cerwinka, Gabriele/Schranz, Gabriele: Nervensägen, Linde 2005            Covey, Stephen: Der 8. Weg, Gabal, 2. Aufl. 2006            Gigerenzer, Gerd: Bauchentscheidungen, Bertelsmann, 2. Aufl.2007            Goleman, Daniel: Soziale Intelligenz, Droemer 2006            Gottman, John: Die 7 Geheimnisse der glücklichen Ehe, Econ 2000            Lauster, Peter: Persönlichkeit, Econ 2001            Rosenberg, Marshall B.: Gewaltfreie Kommunikation, Junfermann 2004</p>



Faculty of Business Administration and Law

	Seiwert, Lothar: Mehr Zeit fürs Glück, 3. Aufl. 2008 Seiwert, Lothar: Balance Your Life, Piper 2004 Sutton, Robert: Der Arschloch-Faktor, Hanser 2007 Wellhöfer: Peter: Schlüsselqualifikation Sozialkompetenz, UTB 200
Forms of instruction	Exercise
Workload	60h
Language of instruction	English
Availability	Every summer and winter term.