

Module code (1.)	Module description (2.)	Category (3.)
MBI 3950 Stand: 07.10.2021	Communication Techniques / Soft Skills	Int. Master
	Degree program (4.)	Sustainable Engineering of Infrastructure
	Faculty (5.)	Civil Engineering and Conservation / Restoration

Module supervisor (6.)	Head of course
Type of module (7.)	P (obligatory)
Frequency (8.)	Annually
Standard semester of study (9.)	3rd semester
Credits (ECTS) (10.)	3 ETCS
Assessment (11.)	Coursework
Language of instruction (12.)	English
Admission requirements (13.)	-
Module is a requirement for (14.)	-
Module duration (15.)	1 semester (block event)
Mandatory registration (16.)	No
Applicability of module (17.)	Civil Engineering

Course (18.)	Lecturer (19.)	Type (20.)	No. of students (max.) (21.)	No. of courses per week (22.)	Contact hours per week (23.)	Workload		
						Face-to-face (24.)	Self-study (25.)	
1 Communication Techniques / Soft Skills	N.N.	Seminar	25	1	2	30	60	
Total						2	30	60
Workload for the module (26.)							90	

Learning objectives (27.)	After completing the module, the students will have a sound command of fundamental communication techniques in order to successfully represent their own interests in discussions and negotiations while respecting their counterparts.
Course contents (28.)	<p>The seminar provides intensive training of individual rhetorical skills. By means of numerous individual and group exercises the participants will develop their communication competences. The learning process will be enhanced by the use of video training.</p> <p>The main skills focused on are:</p> <ul style="list-style-type: none"> • theories of communication • creating effective partnerships • stages of a negotiation and questioning techniques • language and body language

	<ul style="list-style-type: none"> • greeting/welcoming • telephoning • sales pitching • feedback technique
Preliminary exam requirements and assessment	<p style="text-align: right;">(29.)</p> <ul style="list-style-type: none"> • No preliminary examination requirement • Assessment: active participation in the module • Grading: pass / fail • Module grade is not included in the overall grade
Literature	<p style="text-align: right;">(30.)</p> <ul style="list-style-type: none"> • Birkenbiehl, Vera F.: Rhetorik, Kreuzlingen/München 2002 • Schulz von Thun, Friedemann: Miteinander reden I, Hamburg 1991 • Molcho, Samy: Körpersprache, München 1998