



COURSE DATASHEET

Semester:	2014/15/1
Course:	Engineers' Communication and Behavior
Code:	VEMKKVM122K
Responsible department:	Department of Environmental Engineering
Department code:	MKKV
Responsible instructor:	Anett Fejes Lászlóné Utasi

Course objectives:

Advanced Written and oral communication, ethic, protocol, hospitality

Course content:

1. Written communication: report, official statement, minutes, reminiscence. 2. Expedient information gaining, aspects and method of selection. 3. Writing competition, viewpoints of assessment. 4. Oral communication: vocabulary development, usage, building-up a clear, short, dynamic and good style, development. 5. Meeting preparation, deduction. The conference chairman's agenda, involvement in discussion. 6. Main rules of telephoning; usage and rules of mobile phones; common courtesies of telephoning. 7. Ethics and protocol in practice: general attitude norms, behavioural rules. 8. Discourse (behaviour in front of public); greeting, introducing someone, introduction, addressing someone. 9. Neatness, clothing; punctuality, accuracy; smoking, cards and card usage. 10. Workplace ethic, Open Office. 11. Press conference planning, getting up, retention, afterlife. 12. Hospitality: forms of hospitality, standing occasions, sitting occasions, buffet dinner, party 13. Place setting, clothing, receiving guests, gift. 14. Role plays 15. Role plays

Requirements, evaluation and grading:

According to the requirements of fulfillment.

Required and recommended readings:

Nyíri K. - Szécsi G. szerk. (1998) Szóbeliség és írásbeliség (A kommunikációs technológiák története Homérosztól Heideggerig). Áron Kiadó, Budapest. Pléh - Síklaki - Terestyéni (1997): Nyelv - kommunikáció - cselekvés. Osiris Kiadó, Budapest. Pease, A.: 1989 Testbeszéd. Gondolatolvasás gesztusokból. Budapest, Park Kiadó. Scott, B.: 1988 A tárgyalás fortélyai. Budapest, Novotrade. Gyürk István: Mérnöki Etika. Mezőgazda Kiadó, Budapest, 1998. Görög Ibolya: Mindennapi maceráink, Athenaeum 2000 Kiadó, 2004 Görög Ibolya: Protokoll az életem, Athenaeum 2000 Kiadó, 2000 Görög Ibolya: A nyilvánosság kelepcéi, Athenaeum 2000 Kiadó, 2000