



Communication (CB-032) (KOMMUNIKATSIOON)

SUBJECT DESCRIPTION

Credits (ECTS)	4.00 ECTS
Assessment	pass/fail
Aim of the subject and short description	
Challenges of intercultural communication. Factors interrupting intercultural communication (stereotypes, culture shock). Main culture classification models (Hofstede, Lewis, Hall, Gesteland etc.) Verbal intercultural communication, peculiarities of language usage. Non verbal intercultural communication. Dangerous ambiguous gestures. Intercultural aspects of meetings and negotiations. Management, order concepts and differences. Communication and cooperation with representatives of different countries (country profiles)	
Learning outcomes:	
Student: <ol style="list-style-type: none">1. uses suitable communication channels;2. analyses the strengths and weaknesses of verbal and non-verbal communication;3. applies conflict resolution methods for solving situations;4. considers cultural differences when communicating.	

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