

**Syllabus of the course**

«Psychology of communications in the service sector»

Specialty	242 «Tourism and Recreation»
Study Programme	«Tourism»
Study cycle (Bachelor, Master, PhD)	the first (Bachelor) level of higher education
Course status	elective
Language	English
Term	second year third semester or second year fourth semester or third year fifth semester or third year sixth semester or fourth year seventh semester or fourth year eighth semester
ECTS credits	5
Workload	Lectures – 24 hours. Practical studies – 24 hours. Laboratory studies – 0 hours. Self-study – 102 hours.
Assessment system	Grading including Exam
Department	Department of tourism, building 1, auditorium 316, phone: (057)758-77-26 (ext. 451), website: http://tourism.hneu.edu.ua/
Teaching staff	Naumik-Gladka Kateryna Georgiivna, professor of the department of tourism, professor
Contacts	naumikateryna@gmail.com
Course schedule	Lectures: according to the schedule Practical studies: according to the schedule
Consultations	At the Department of tourism, offline, according to the schedule, individual, PNS chat.

Learning objectives and skills:

is to develop skills of communication with clients and colleagues, employment, conflict resolution

Structural and logical scheme of the course

Prerequisites	Postrequisites
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Course content**Module 1: Fundamentals of communication psychology****Topic 1: Effective communication between people****Topic 2. The scientific concept of "communication and service"****Topic 3. Neuro and psychological tools for quality communication****Topic 4. Problems of communication in the service sector****Module 2. Communication technologies and procedures****Topic 5. Intercultural communication****Topic 6. Non-verbal communication****Topic 7. Self-presentation: development of skills****Topic 8: Development of communication technologies in the service sector (artificial intelligence, VR space)****Teaching environment (software)**

Multimedia projector, S. Kuznets PNS, Corporate Zoom system



Assessment system

Assessment of students' learning outcomes is carried out by the University according to the cumulative 100-point system.

Current control is carried out during lectures and practical (seminar) classes and aims to assess the level of students' readiness to perform particular tasks, and is assessed by the amount of scored points.

The maximum amount during the semester – 60 points; the minimum amount required is 35 points. Final control is carried out at the end of the semester in the form of an exam (the maximum amount is 40 points, the minimum amount required is 25 points).

Current control includes the following assessment methods: assignments on topics; current control papers; presentation of a selected report and writing an essay.

More detailed information on assessment and grading system is given in the technological card of the course.

Course policies

Teaching of the academic discipline is based on the principles of academic integrity.

Violation of academic integrity includes academic plagiarism, fabrication, falsification, cheating, deception, bribery, and biased assessment.

Educational students may be brought to the following academic responsibility for breach of academic integrity: repeated assessment of the corresponding type of learning activity.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, self-study is given in the Course program.