

**Ministry of Education and Science of Ukraine  
Lesya Ukrainka Volyn National University  
Department of General and Clinical Psychology**

**SYLLABUS  
of  
Basic Course**

**PSYCHOLOGY OF INTERPERSONAL INTERACTION**

**Syllabus for Bachelors  
Speciality 292 "International Economic Relations"  
Education program "International Business"**

Lutsk – 2021

Syllabus of Basic Course «Psychology of interpersonal interaction» for bachelor students. Speciality 292 "International Economic Relations", education program "International Business".

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The syllabus of the discipline was approved at the meeting of the Department of General and Clinical Psychology  
protocol № 1 from 8 September 2021

Head of Department of general  
and clinical psychology



Olena Zhuravlova

## I. Description of the discipline

### 1.1. Full-Time study

Name of indicators	Field of knowledge, speciality, educational and scientific program, educational level	Course description
Full-time education	bachelor students. Speciality 292 "International Economic Relations", education program "International Economic Relations".	Basic course
Number of hours / credits 90/ 3		Year of study <u>2</u>
		Semester <u>4</u>
		Lectures <u>14</u> hours.
Individual research assignment: <u>no</u>		Practical (seminar) <u>30</u> hours Laboratory hours Individual hours
	Independent work <u>40</u> hours. Consultations 6 hours.	
Language of instruction	Form of control: credit	
	English	

## II. Information about lecturer

Lecturer: Natalia Kostruba

Degree: PhD in Psychology

Academic Rank: -

Position: associate professor of the department of general and clinical psychology,  
Lesya Ukrainka Volyn National University

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Class days <http://194.44.187.20/cgi-bin/timetable.cgi?n=700>

Consultations on the discipline are held during the semester every Wednesday from 15.00 to 16.00 in the office № 119. In case of additional need for consultation, the time is agreed with the teacher.

## III. Course description

1. The course "Psychology of interpersonal interaction" belongs to the cycle of basic course of general education of a bachelor students. It is studied in the 4<sup>th</sup> semester, the form of control is a test. 3 of the credits (90 hours) are allocated for the study of the academic discipline, including: full-time study – 14 hours of lectures, 30 hours of seminars, 46 hours – independent work, 6 hours - consultations.

The course is aimed at studying the patterns of personality formation and its socio-psychological development, features of group and interpersonal communication, the development of skills of effective interaction and communication.

2. **The purpose** of teaching the discipline course "Psychology of interpersonal

interaction” is the formation of bachelor students a holistic system of knowledge and skills related to the theory and practices of effective teamwork, mechanics and methods of successful interpersonal verbal and nonverbal communication.

There are *four course objectives*.

1. - formation of students' competence in the field of psychology of interpersonal communications;
2. - to form a basic system of scientific knowledge on the psychology of interpersonal interaction, modern theories and concepts on the psychology of communication;
3. - to form skills of psychological analysis of interpersonal interaction problems which are actual in a modern society and manufacture;
4. - to increase the student's level of psychological competence in ensuring individual's constructive behavior and practical readiness to analyze situations of interpersonal interaction and conflict management.

4. The course is aimed at the formation of the following **competencies**:

**General competence**

GC-6. Ability to communicate in foreign languages.

GC-8. Ability to abstract thinking, analysis and synthesis.

GC-9. Ability to be critical and self-critical.

GC-10. Ability to communicate with representatives of other professional groups of different levels (with experts from other fields of knowledge / types of economic activity).

GC-11. Ability to work in a team.

**Professional competencies**

PC10. Ability to justify the feasibility of application legal, economic and diplomatic methods (means) of resolving conflict situations at the international level.

PC14. Ability to communicate at the professional and social levels using professional terminology, including oral and written communication in state and foreign languages.

PC16. The ability to constantly improve the theoretical level of knowledge, generate and effectively use them in practice.

**Program learning outcomes.**

PO2. To communicate freely on professional issues in the state and foreign languages orally and in writing, to use economic terminology professionally.

PO5. Have the skills of self-analysis (self-control), be clear to representatives of other business cultures and professional groups of different levels (with experts from other fields of knowledge / activities) on the basis of valuation diversity, multiculturalism, tolerance and respect for them.

PO6. Plan, organize, motivate, evaluate and increase the effectiveness of teamwork, conduct research in a group under the leadership of a leader, taking into account the requirements and features of today in a limited time.

PO7. Apply the acquired theoretical knowledge to solve practical problems and

meaningfully interpret the results.

PO17. Identify the causes, types and nature of international conflicts and disputes, justify and apply economic, legal and diplomatic methods and means of resolving them at the international level, defending the national interests of Ukraine.

PO21. Understand and have the skills to maintain business protocol and business etiquette in the field of international economic relations, taking into account the peculiarities of intercultural communication at the professional and social levels, as state and foreign languages.

PO23. Recognize the need for lifelong learning in order to maintain a high level of professional competence.

### The Course Structure

Names of content modules and topics	Total <sup>1</sup>	Lectures	Seminars	Individual work	Consultations	Methods and techniques of teaching <sup>2</sup>	Form of control <sup>3</sup> / Rtts
<b>Content module 1. What is Cognitive Science?</b>							
<b>Theme 1.</b> Introduction to psychology of interpersonal interaction		2	4	4		Team-based learning	i/tRat tests/5
<b>Theme 2.</b> Concepts and factors of successful interpersonal interaction.		2	6	6	1	Team-based learning	i/tRat tests/10
<b>Theme 3.</b> The structure of communication. Communication barriers.		2	4	6	1	Team-based learning	i/tRat tests/5
<b>Theme 4.</b> Effects of social perception in the process of interpersonal interaction. Nonverbal communication.		2	4	6	1	Team-based learning	i/tRat tests/5
<b>Theme 5.</b> Techniques of active listening, persuasion and regulation of emotional stress.		2	4	6	1	Team-based learning	i/tRat tests/5
<b>Theme 6.</b> Psychology of conflict management		2	4	6	1	Team-based learning	i/tRat tests/5
<b>Theme 7.</b> Negotiation, facilitation, mediation and arbitration.		2	4	6	1	Team-based learning	i/tRat tests/5
<b>Total for module 1</b>		14	30	40	6		40
<b>Types of final thesis (for needs)</b>							Points
<b>Team Project</b>							60
<b>Total hours/ Points</b>	90	14	30	40	6		100

Notes: i/tRat tests – individual/readiness assurance test for team-based learning

### **3. Tasks for independent work:**

Theme 1. Object, subject and methods of psychology of interpersonal interaction

Theme 2. Ensuring the communication process.

Theme 3. Mechanisms of conflict.

Theme 4. Primary and secondary psychoprophylaxis of conflict behavior.

Theme 5. Conflict personality, types of conflict people, factors of increased personality conflict.

Theme 6. Cartography as a method of conflict management.

Theme 7. Coaching as a way to manage and resolve conflicts in the business sphere.

Theme 8. Training of constructive interaction in conflict.

## **IV. Evaluation policy**

Teacher's policy towards the student

Teacher requirements:

- mandatory attendance at classes;
- student activity during practical classes;
- timely performance of tasks of independent work;
- performance of modular control tasks;
- practice of classes that were missed or not prepared (unsatisfactory grades) at consultations;

Not allowed:

- skipping classes without good reason;
- late for class;
- use of a mobile phone, tablet or other mobile devices during the lesson (except for the permission of the teacher if necessary to perform certain tasks provided by the discipline);
- violation of discipline;
- copying and plagiarism.

Attending classes gives the opportunity to obtain the declared integral, general and professional competencies, to perform tasks in a timely and high-quality manner.

For conscious and systematic mastering of the course it is necessary systematic educational and cognitive work of students in all types and forms of its organization: lectures, practical classes, consultations, independent work.

The control of students' success is carried out taking into account the current and final assessment. Classroom classes are mainly held in the form of team-based learning, namely pre-class activities, individual/team readiness assurance tests, clarification session, application session and peer evaluation.

The assessment is carried out on a 100-point scale.

The number of points for working with theoretical papers at application sessions, during the independent work execution depends on compliance with the following requirements: timeliness of educational tasks; the full scope of their implementation; quality of educational tasks; independence of execution; creative approach to tasks; initiative in educational activities.

The following requirements are:

current control – a maximum of 40 points;  
module control – a maximum of 60 points.

Attendance of practical classes is mandatory. Under the circumstances of forced distance learning during COVID-19, education can also take place online (in agreement with the Postgraduate Research Degree Unit).

### V. Final control

The curriculum provides for credit (4th semester). The credit can be set based on the results of the current and final control. If the student wants to improve the result, he passes a credit.

The credit is conducted in the form of a written test. Students are offered test tasks in the amount of 30 questions. The maximum score for the test is 60 points.

Types of test tasks:

- with the choice of one correct answer;
- with a choice of several correct answers;
- to establish the correspondence of the proposed sets of statements;
- the task of reproducing the correctness of the answer (formulations of concepts) on memory;
- open-ended task, which provides a detailed answer.

### VI. Rating scale

Score in points for all kinds of educational activity	Rating	
	For the exam	For the credit
90 – 100	Excellent	Accept
82 – 89	Very good	Accept
75 - 81	Good	Accept
67 -74	Satisfactory	Accept
60 - 66	Sufficiently	Accept
1 – 59	Unsatisfactory	Unsatisfactory (with the option to take the exam again)

### VII. LIST OF SOURCES:

#### Essential literature

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  9. *Interpersonal Communication: A First Look* [https://www.sagepub.com/sites/default/files/upm-binaries/52575\\_Gamble\\_\(IC\)\\_Chapter\\_1.pdf](https://www.sagepub.com/sites/default/files/upm-binaries/52575_Gamble_(IC)_Chapter_1.pdf)
  10. Sethi, D., Seth, M. (2009). *Interpersonal Communication: Lifeblood of an Organization*. *The IUP Journal of Soft Skills*, Vol. III, Nos. 3,4, pp. 32-40 <https://iims.uthscsa.edu/sites/iims/files/Novel/communication/Communication-5.pdf>
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