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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **İletişim** | |  | 2 | 2+0 | 2 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Alan Seçmeli | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Bu ders ile öğrenciye, sözlü, sözsüz, yazılı, biçimsel, biçimsel olmayan ve örgüt içi ve örgüt dışı iletişim kurma ve mesleki gerekliklere uygun iletişim araç ve teknolojilerini etkin kullanabilme konusunda yeterlikler kazandırılacaktır. | | | | | | | Dersin Öğrenme Çıktıları | Bu dersin sonunda öğrenci;   1. Temel iletişim kavramlarını bilir 2. Örgüt içi iletişimin önemini kavrar 3. İletişim teknolojilerini bilir ve kullanır 4. Etkili dinleme, sözlü ve sözsüz iletişim kurma becerileri kazanır | | | | | | | Dersin İçeriği | İletişimin Tarihsel Gelişimi ve İş Yaşamındaki Önemi, İletişim Kavramları ve Varsayımları, İletişim Süreci, İletişim Engelleri, İletişim Türleri, Örgütsel İletişim, Dinleme Becerisi, Etkili İfade ve Hitap, Sözsüz İletişim ve Beden Dili, Telefonda İletişim, Şikayet Karşılama ve Sorun Çözme, Etkili İletişim Teknikleri. | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | İletişimin Tarihsel Gelişimi ve İş Yaşamındaki Önemi | | | | | | | 2 | İletişim Kavramları ve Varsayımları | | | | | | | 3 | İletişim Süreci | | | | | | | 4 | İletişim Engelleri | | | | | | | 5 | İletişim Türleri | | | | | | | 6 | Örgütsel İletişim | | | | | | | 7 | Dinleme Becerisi | | | | | | | 8 | Etkili İfade ve Hitap | | | | | | | 9 | Sözsüz İletişim ve Beden Dili | | | | | | | 10 | Telefonda İletişim | | | | | | | 11 | Şikayet Karşılama ve Sorun Çözme | | | | | | | 12 | İş İlişkileri ve İletişim | | | | | | | 13 | Etkili İletişim Teknikleri | | | | | | | 14 | Etkili İletişim Teknikleri | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** | | Kırmızı H. (2016), Genel ve Teknik İletişim, Elif Matbaacılık. Şanlıurfa  Milli Eğitim, Etkili İletişim, Ankara 2015 | | **Değerlendirme Sistemi** | | Dönem başında ders izlencelerinde belirtilir. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PROGRAM ÖĞRENME ÇIKTILARI İLE**  **DERS ÖĞRENİM ÇIKTILARI İLİŞKİSİ TABLOSU** | | | | | | | | | | | | | | | | | |  | **PÇ1** | | **PÇ2** | **PÇ3** | | **PÇ4** | **PÇ5** | | **PÇ6** | **PÇ7** | | **PÇ8** | **PÇ9** | | **PÇ10** | **PÇ11** | | **ÖÇ1** | - | | 1 | - | | 1 | 5 | | 4 | 2 | | 3 | - | | - | - | | **ÖÇ2** | - | | 2 | - | | 2 | 5 | | 4 | 2 | | 3 | - | | - | - | | **ÖÇ3** | - | | 2 | - | | 2 | 5 | | 4 | 2 | | 3 | - | | - | - | | **ÖÇ4** | - | | 2 | - | | 3 | 5 | | 4 | 2 | | 3 | - | | - | - | | **ÖÇ: Öğrenme Çıktıları PÇ: Program Çıktıları** | | | | | | | | | | | | | | | | | | **Katkı**  **Düzeyi** | | **1 Çok Düşük** | | | **2 Düşük** | | | **3 Orta** | | | **4 Yüksek** | | | **5 Çok Yüksek** | | |   Program Çıktıları ve İlgili Dersin İlişkisi   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Ders** | **PÇ1** | **PÇ2** | **PÇ3** | **PÇ4** | **PÇ5** | **PÇ6** | **PÇ7** | **PÇ8** | **PÇ9** | **PÇ10** | **PÇ11** | | **İletişim** | - | 3 | - | 3 | 5 | 4 | 2 | 3 | - | - | - | |