

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet:	Osnove komuniciranja v organizaciji
Course title:	Basics of communication in organization

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Socialni menedžment, prva	Program nima smeri.	Drugi	Četrta
Social management, first	The programme has no field.	Second	Fourth

Vrsta predmeta / Course type

Izbirni/Optional

Univerzitetna koda predmeta / University course code:

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje work	Druge oblike študija / Other forms of Study	Samost. delo Individ. work	ECTS
30	/	45	/	/	105	6

Nosilec predmeta / Lecturer:

izr. prof. dr. Mateja Rek

Jeziki /

Languages:

Predavanja /

Lectures:

Slovenščina, angleščina / Slovene, English

Vaje / Tutorial:

Slovenščina, angleščina / Slovene, English

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

Vpis študenta/študentke v 1. letnik študija.

Prerequisites:

Enrollment in the 1. year of study program

Vsebina:

- Konceptualne opredelitve organizacijskega komuniciranja;
- Organizacija kot sistem;
- Funkcije organizacijskega komuniciranja;
- Pomen formalne in neformalne organiziranosti;
- Organizacijska struktura in vzorci komuniciranja (vertikalno, horizontalno, matrično komuniciranje);
- Pomen organizacijske kulture in strukture za komuniciranje v organizaciji;
- Odnosi in komuniciranje z zunanjimi deležniki;
- Metode, tipi in tehnike učinkovitega organizacijskega komuniciranja;

Content (Syllabus outline):

- Ability to define organisational communication
- Organisation as a sistem;
- Functions of organisational communication;
- The role of formal and informal organisation;
- Organisational structure and communication patterns (vertical, horizontal, matrix);
- The role of organisationl culture and structure for communication in the organisation;
- Public relations;
- Methods, types and techniques of effective organisational communication;
- The influence of IT on organisational communication;
- The influence of organisational

- Vpliv informacijsko-komunikacijskih tehnologij na organizacijsko komuniciranje;
- Vpliv organizacijskega komuniciranja na upravljanje z znanjem v organizaciji.

communication on knowledge management.

Temeljni literatura in viri / Readings:

Blundel, Richard In Ippolito, Kate (2008): Effective Organisational Communication: Perspectives, Principles and Practices. Prentice Hall.

Mukherjee, S. In Kumar Basu, K. (2005): Organisation & Management and Business Communication. New Age International Publishers.

Handy, C. B. (1976): Understanding Organisations, Penguin Books Ltd., Harmonthsworth.

Shel, Holtz (2003): Corporate Conversations: A Guide to Crafting Effective and Appropriate Internal Communication, AMACOM.

Sveiby K. E. (1997): The New Organizational Welth: Managing and Measuring Knowledge Based Assets, Berrett-Koehler Publishers.

Cilji in kompetence:

- sposobnost za reševanje konkretnih družbenih in delovnih problemov z uporabo družboslovnih znanstvenih metod in postopkov;
- sposobnost povezovanja koherentno obvladanega temeljnega znanja, pridobljenega pri obveznih predmetih, ter njegova uporaba v praksi;
- sposobnost pridobivanja, selekcije, ocenjevanja in umeščanja novih informacij in zmožnost interpretacije v kontekstu družboslovja;
- sposobnost fleksibilne uporabe znanja v praksi;
- poznavanje pomena kakovosti in prizadevanje za kakovost strokovnega dela skozi avtonomnost, (samo)kritičnost, (samo)refleksivnost in (samo)evalviranje v strokovnem delu;
- občutljivost za ljudi in socialno okolje ter

Objectives and competences:

- the ability to solve concrete social and working problems through the use of social scientific methods and procedures;
- capacity for integration of controlled coherent basic knowledge acquired in the compulsory subjects, as well as its application in practice;
- the ability of the acquisition, selection, evaluation and placement of new information and the ability to interpret in the context of social sciences;
- the ability of a flexible use of knowledge in practice;
- knowledge of importance of quality, and striving for quality professional work through autonomy (self) criticism, (self) reflection and (self-) evaluation of the professional work;
- sensitivity to people and social environment and the development of communication skills, especially communication in an international environment;

razvoj komunikacijskih sposobnosti in spretnosti, posebej komunikacije v mednarodnem okolju;

- etična refleksija in zavezanost profesionalni etiki v družbenem okolju s spoštovanjem načela neskrupinarnosti in multikulturalnosti;
- zmožnost vzpostavljanja in vzdrževanja kooperativnih odnosov za delo v skupini in z drugimi uporabniki in skupinami.

• ethical reflection and commitment to professional ethics in the social environment with respect for the principle neskrupinarnosti and multiculturalism;

- Ability to establish and maintain cooperative relations to work in a group and with other users and groups.

Predvideni študijski rezultati:

- osvojitve znanja in kompetenc povezanih s komuniciranjem tako v notranjem okolju kot z zunanjim okoljem organizacije;
- razumevanje ključnih vidikov organizacijskega komuniciranja;
- poznavanje osnovnih konceptov teorij organizacij;
- razumevanje pomena in posledic organizacijskega komuniciranja za uspešnost organizacije;
- sposobnost identifikacije, analize in evalvacije komunikacijskih procesov v organizaciji;
- uporaba metod in tehnik učinkovitega komuniciranja v specifičnih organizacijskih kontekstih.

Intended learning outcomes:

- Acquisition of knowledge and communication-specific competences in internal and external environment;
- Understanding the key points of organisational communication;
- Knowing the basic concepts of the theories of organisation;
- Understanding the role and the consequences of organisational communication for the success of the organisation ;
- The ability to identify, analyse and evaluate the communication processes in the organisation ;
- The usage of methods and techniques of effective communication skills in specific organisational contexts.

Metode poučevanja in učenja:

- Predavanja z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov);
- Seminarske vaje (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, diskusija, sporočanje povratne informacije, socialne igre);
- Individualne in skupinske konsultacije (diskusija, dodatna razlaga, obravnava specifičnih vprašanj);
- Samostojen študij (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje).

Learning and teaching methods:

- Lectures with active participation of students (lecture, discussion, questions, examples, problem solving exercises);
- Tutorials with assignment (self-reflection, project work, team work, methods of critical thinking, discussion, feedback, practice);
- Individual and group consultation (discussion, additional explanation, questions);
- Individual work (motivation, focus, self-observation, reflection, self-evaluation);

Načini ocenjevanja:Delež (v %) /
Weight (in %)**Assessment:**

<p>Način (pisni izpit, ustno izpraševanje, naloge, projekt):</p> <ul style="list-style-type: none"> • Pisni/ustni izpit • Seminarska naloga s poročili seminarskega dela in ter predstavitev naloge <p>Ocenjevalna lestvica – skladno s Pravilnikom o preverjanju in ocenjevanju znanja.</p>	<p>70%</p> <p>30%</p>	<p>Type (examination, oral, coursework, project):</p> <ul style="list-style-type: none"> • Written/oral exam • Individual assignment with written report and presentation <p>Grading is in accordance with the Faculty's evaluation Ordinance</p>
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Reference nosilca / Lecturer's references:

Rek, Mateja (2010) Europeanisation of civil society sector in Central and Eastern Europe. *Innovative issues and approaches in social sciences*, 3 (1), pp. 60-86.

Jelovac, Dejan, Rek, Mateja (2010): *Komuniciranje v medkulturnem okolju*, Ljubljana: Vega.

Rek, Mateja (2009) Economic culture in Slovenia: research results from the Dioscuri research project. *Research in social change*, 3 (1), pp. 3-21.

Rek, Mateja (2007) Organised civil society in the multilevel system of European governance. V: ADAM, FRANE (ur.) *Social capital and governance: old and new members of the EU in comparison*, (Gesellschaftliche transformationen, Bd. 11). Berlin: LIT, pp. 151-173.

Rek, Mateja (2006) Upravljanje z organizacijskim znanjem v kibernetičnem prostoru. *Organizacija*, 39 (9), pp. 591-596.

Rek, Mateja (2005): Vpliv socialnega kapitala na znanje organizacije. *Organizacija*, 38 (5), pp. 217-224.