



UNIVERSITETI / UNIVERSITY
"ISA BOLETINI"
MITROVICË

Course Curriculum Model (Syllabus)		
Faculty:	FACULTY OF MECHANICAL AND COMPUTER ENGINEERING	
Department:	Mechanical Engineering	
Level:	Bachelor	
Code of the course:	104ME	
Course:	Soft skills	
Course Status:	Elective	Mandatory/ Elective
Semester:	(I)	Winter/Summer
Number of hours per week:	2+0	
ECTS:	5	
Time / location:		
Year of studies:	2024/2025	
Lecturer:	Dr.sc.Kaltrina Kajtazi	
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C o u r s e d e s c r i p t i o n	This course is designed to equip students with a strong set of soft skills essential for personal and professional success. Soft skills, more specifically communication skills, often referred to as interpersonal or people skills, are essential attributes that go beyond technical expertise and play a key role in effective communication, collaboration and overall success in the workplace. Students will understand in particular the meaning of effective communication, effective communication techniques, verbal and non-verbal communication and leadership and decision-making through communication.	
P u r p o s e (G o a l s)	The purpose of a communication skills course is to equip individuals with the knowledge, abilities, and strategies necessary to communicate effectively in various personal and professional contexts. Effective communication is a fundamental skill that plays a crucial role in personal relationships, career success, and overall life satisfaction.	

L e a r n i n g o u t c o m e s	Upon completion of the course on soft skills, students should be able to:
	1. Understand the basics of effective communication skills.
	2. Will demonstrate a heightened awareness of their personal strengths and areas for improvement.
	3. Will communicate ideas clearly and convincingly both in written and verbal form.
	4. They will learn how to apply the critical thinking method during effective decision making.
	5. They will recognize and appreciate cultural differences in communication.
	6. They will learn the importance of public speaking and learn the techniques of successful presentation.

	Weeks	Lecture
P r o g r a m (c o n t e n t)	<i>First week:</i>	Introduction to soft skills/communication skills • Course overview and syllabus review • The importance of effective communication • Types of communication • Communication models and theories
	<i>Second week:</i>	Elements of communication • Sender, receiver, message, channel, feedback • Barriers to effective communication and how to overcome them • Importance of clarity and precision in communication
	<i>Third week:</i>	Verbal communication skills • Effective speaking and listening • Variety, tone and pitch of the voice • Articulation and pronunciation • Public speaking techniques and strategies
	<i>Fourth week:</i>	Non-verbal communication skills • Body language and gestures • Facial expressions • Eye contact and posture • Personal space
	<i>Fifth week:</i>	Written communication skills • Basics of business writing • Communication via email • Professional report • Creating persuasive messages • Compilation of CV and cover letter
	<i>Sixth week:</i>	Interpersonal communication • Building and maintaining relationships • Conflict resolution and assertiveness • Teamwork and cooperation
	<i>Seventh week:</i>	Emotional Intelligence • Understanding emotions • Personal adjustment and empathy • Social awareness and relationship management
	<i>Eighth week:</i>	Midterm Exam

	<i>Ninth week:</i>	Cross-Cultural Communication • Understanding cultural differences • Challenges of intercultural communication • Development of cultural sensitivity • Communication in different environments
	<i>Tenth week:</i>	Public speaking and presentation skills • Overcoming public speaking anxiety • Structuring a presentation • Delivery techniques and body language • Visual and multimedia tools in presentations
	<i>Eleventh week:</i>	Communication and team work • Dynamics of group communication • Effective team communication • Collaboration and problem solving
	<i>Twelfth week:</i>	Professional communication skills • Communication in the workplace • Meeting and negotiation skills • Networking and professional etiquette • Business communication strategies
	<i>Thirteenth week:</i>	Technology and Communication • Effective use of digital communication tools • Social media and professional communication
	<i>Fourteenth week:</i>	Mid-term Exam
	<i>Fifteenth week:</i>	Final Project • Final project presentations • Course evaluation and feedback

Literature	
L i t e r a t u r e	• "The Art of Communicating" by Thich Nhat Hanh (2013) • "Emotional Intelligence 2.0" by Travis Bradberry and Jean Greaves (2009) • "Crucial Conversations: Tools for Talking When Stakes Are High" by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler (2002) • "Talk Like TED: The 9 Public-Speaking Secrets of the World's Top Minds" by Carmine Gallo (2014) • "The Quick and Easy Way to Effective Speaking" by Dale Carnegie (2006) • "Writing That Works: How to Communicate Effectively In Business" by Kenneth Roman and Joel Raphaelson (2013) • "Difficult Conversations: How to Discuss What Matters Most" by Douglas Stone, Bruce Patton, and Sheila Heen (2010) • "Never Split the Difference: Negotiating As If Your Life Depended On It" by Chris Voss (2016)

T e a c h i n g m e t h o d o l o g y	The teaching methodology for the soft skills course may involve a combination of the following:			
	• Lectures: Classroom lectures can be used to introduce new concepts and techniques, as well as provide an overview of the course material. • Role-playing exercises: Students can be stimulated to play roles in order to better understand the importance of communication. Roles can be such as: speaker. The listener, the switch. • Case studies: Case studies can be used to analyze different business situations where communication has played an effective role. • Assignments: Students can have assignments to write reports, emails in order to develop critical thinking and professional writing skills. • Projects: Assigning projects to students can help them apply the concepts and techniques covered in the course to real-world problems. These projects can be done individually or in groups and can be tailored to the interests and abilities of the students. • Discussions and critiques: Engaging students in classroom discussions and critiques can help them develop their communication and critical thinking skills, as well as provide valuable feedback on their work.			
	Contribution to student workload (which should correspond to student learning outcomes - 1 ECTS credit = 25 hours)			
	Activity	Hours	Days/weeks	Total
	Lectures	2	15	30
	Exercise sessions	0	0	0
	Office hours	1	10	10
	Midterms, seminars	2	2	4
	Homework	2	15	30
	Self-study	4	6	24
	Final exam preparation	5	3	15
	Time spent in exams	2	2	4
	Projects, presentations, etc.	1	7	7
Total				125

E v a l u a t i o n	Assessment methodology:	
	• Homework: Students can be assigned regular homework to practice writing effective emails and business reports and to reinforce concepts learned in class. • Presentations: Students can be assigned presentations that can help them develop their communication skills and deepen their understanding of the topic. This can be done individually or in a team. • Quizzes and exams: Quizzes or short exams may be given periodically to test students' understanding of the material covered in class. • Class participation: Students can be assessed based on their active participation in class discussions, group work and other class activities.	
	Tests / Colloquia (First Test) (Second test)	40% 40%
	Practical test during exercises (Essay)	
	Workshop seminar	
	Interpretation and presentation of artistic creativity and other works.	
	Assignments and courses during the semester	10%
	Professional practice	

	Other,(Specify) Participation	10%	
	Final exam		
	Total	100%	
	Final grade	Points (%)	Mark
		91 – 100	10
		81 - 90	9
		71 - 80	8
		61 - 70	7
		51 - 60	6
A c a d e m i c p o l i c i e s	Criteria for regular attendance and rules of etiquette during the organization of the lesson are set.		
	Ethics in teaching:		
	Graphic works should be personal works of each student. There will be no tolerance for copying, "borrowing" from the Internet or any other material. The same or similar works will have negative evaluations in the final evaluation of the student.		
	Time:		
	In agreement with the students, the deadlines for submitting works will be determined. There will be no tolerance for delays in the submission of works. Failure to arrive at the time when the assignment is explained does not justify the student for not submitting the paper. The deadline will be given earlier. If you are going to travel abroad, then you need to submit the paperwork in advance. The student has the right to request a consultation with the professor whenever he / she deems it reasonable and necessary for the performance of his / her work.		
	Rules of conduct and academic policies:		
	• active participation of students in lectures o participation in discussion, comments and free expression of opinion, opinion and academic position (with arguments) • Mandatory independent work and use of additional sources of information (various scientific websites, scientific journals, conference proceedings, etc.) • Respecting lecture schedules without compromising academic freedom (silent cell phones) of respecting the word, thoughts and ideas of colleagues, • It is not allowed to arrive late and leave without a valid reason from the lecture, test or exam o preparation and holding of relevant lectures, (obligation of the teacher). • if the student is absent more than four times without reason in lectures and exercises, does not receive the signature for attendance. o the student cannot take the exam without an official document, • if the student is dissatisfied with the grade obtained, has the right to complain in writing to the dean, within two working days after the announcement of the results, UMIB Statute o if the student does not follow the rules, in the exam uses tools that are not allowed, it is evaluated with a negative grade.		

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Mitrovica; 11/01/2024

Ass. Dr.sc. Kaltrina Kajtazi