# UNIVERSITAS MATARAM

***(University of Mataram)***

## FAKULTAS TEKNIK

***(Faculty of Engineering)***

## PROGRAM STUDI TEKNIK INFORMATIKA

***(Department of Informatics Engineering)***

**MODULE HANDBOOK DESCRIPTION**

Interpersonal Skill (W22P11)

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| Module designation | Interpersonal Skill |
| Semester(s) in which the module is taught | *1 / first year* |
| Person responsible for the module | *Dr. Ario Yudo Husodo, S.T., M.T.* |
| Language | *Indonesian* |
| Relation to curriculum | *Compulsory* |
| Teaching methods | *Lectures, Discussions, Case Study* |
| Workload (incl. contact hours, self-study hours) | Contact Hours every week, each week of the 16 weeks/semester including Evaluation<br>● 2 x 50 minutes lecturer/week<br>● 90 minutes class exercise/week<br>● Self Study hours = 120 minutes/week<br>● Midterm Exam = 60 minutes<br>● Final Exam = 60 minutes<br>Total workload 74,33 hours/semester |
| Credit points | *2 (~ 2,97 ECTS)* |
| Required and recommended prerequisites for joining the module | - |

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| Module objectives/ intended learning outcomes | After participating in this course, students are expected to be able to interact strategically with other people in accordance with various principles and ethics that apply in the dynamics of interpersonal interaction so as to obtain constructive results for many parties. Based on these main objectives, the Interpersonal Skills course has several intended learning outcomes, which are:<br>1. Able to understand various human characters and the influence of characters in various types of interactions<br>2. Able to understand various implied messages and emotional conditions in interactions<br>3. Able to design constructive interaction techniques according to interaction conditions |
| Content | In this course, students will learn skills they need to communicate and interact with other people. This course discussion refers to social skills, soft skills, or life skills. Some of the main topics in this course are:<br>1) Understanding human characters<br>2) Communication Skills (Verbal communication, non-verbal communication, listening skills)<br>3) Emotional Intelligence<br>4) Team-working<br>5) Negotiation, persuasion, and influencing skills<br>6) Conflict resolution and mediation |
| Examination forms | *Assignments, Contribution/Activeness in Class, Scheduled Exam* |
| Study and examination requirements | *Assignments 15%,*<br>*Contribution/Activeness in Class 10%,*<br>*Scheduled Exam 75%,* |
| Reading list | 1. Wesley Donahue. Improving Interpersonal Communication Skills. Centrestar. 2022.<br>2. Dale Carnegie. How to Win Friends and Influence People. Simon & Schuster. 2022.<br>3. Florence Littauer. Personality Plus at Work. Revell. 2011.<br>4. Jared J. Llorens. Public Personnel Management: Contexts and Strategies. Routledge; 7th edition. 2017. |