



## COURSE SYLLABUS

### 1. Information about the program

1.1 Higher Education Institution	Babeş-Bolyai University Cluj-Napoca
1.2 Faculty	European Studies
1.3 Department	European Studies and Governance
1.4 Field of study	International Relations and European Studies
1.5 Study level	Bachelor
1.6 Programme of study/ Qualification	International Relations and European Studies

### 2. Information about the discipline

2.1 Module	<b>Communication for International Careers 2</b>						
2.2 Course holder	Dr. Delia Pop-Flanja, Lecturer						
2.3 Seminar holder	Dr. Delia Pop-Flanja, Lecturer						
2.4 Year of study	2	2.5 Semester	2	2.6. Type of assessment <sup>1</sup>	C	2.7 Type of module <sup>2</sup>	OP

### 3. Total estimated time (teaching hours per semester)

3.1 No. of hours per week	3	3.1 of which for course	1	3.3 of which for seminar	2
3.4 Total no. of hours in the curriculum	42	3.5 of which for course	14	3.6 of which for seminar	28
Time distribution:	$4 \times 25 = 100 / 14 = 7$				Hours
Study by using handbook, reader, bibliography and course notes					2
Additional library/specialised online research, field research					2
Preparation of seminars/laboratories, homework, projects, portfolios and essays					3
Tutoring					1
Examinations					2
Other activities: .....					
3.7 Total no. of hours for individual study					7
3.8 Total no. of hours per semester					100
3.9 No. of ETCS credit points					4

### 4. Prerequisites (where applicable)

4.1 of curriculum	•
4.2 of competencies	• English language knowledge, B1/B2 level

<sup>1</sup> E - exam, ME - multi-term examinations, C - collocutional examination/assessment test

<sup>2</sup> OB - core module, OP - elective module, F - extracurricular module

## 5. Conditions (where applicable)

5.1 For the development of the course	<ul style="list-style-type: none"> <li>minimal attendance: 75%</li> </ul>
5.2 For the development of the seminar/laboratory	<ul style="list-style-type: none"> <li>minimal attendance: 75%</li> </ul>

## 6. Specific skills acquired

<b>Professional skills</b>	<ul style="list-style-type: none"> <li>abilities pertaining to written and oral communication</li> <li>capacity to draft specific documents</li> <li>correct use of language registers</li> <li>adaptability to the communication-related requirements of a professional environment</li> <li>ability to use specific terminology</li> </ul>
<b>Interdisciplinary skills</b>	<ul style="list-style-type: none"> <li>ability to work in teams</li> <li>critical and analytical abilities</li> <li>adequate use of language in various communication situations</li> </ul>

## 7. Course objectives (based on list of acquired skills)

7.1 General objective	<ul style="list-style-type: none"> <li>to acquaint students with professional elements pertaining to written and oral communication in English for international careers</li> </ul>
7.2 Specific objectives	<ul style="list-style-type: none"> <li>to develop the range of vocabulary utilised by students in the process of communicating</li> <li>to increase students' adaptability to a wide range of communication situations</li> <li>to develop practical abilities which are needed in order to participate in complex communication situations</li> </ul>

## 8. Contents

8.1 Course	Teaching methods	Observations
1. Course Introduction and overview	PPT presentation Brainstorming	
2. Political interviews	PPT presentation Discussion	
3. Euro-jargon	PPT presentation Discussion	
4. Communication in crisis situations – Situational Crisis Communication Theory	PPT presentation Discussion	
5. Avoiding errors in cross-cultural communication	PPT presentation Discussion	

6. Writing reports	PPT presentation Discussion	
7. Final revision and course feedback	Feedback session	
<p><b>Compulsory bibliography</b></p> <p>Brown, Stephen; Lucas, Ceil, <i>Improve Your English: English in the Workplace</i>, McGraw Hill Professional, 2008.</p> <p>Bull, Peter and Mayer, Kate, <i>How not to Answer Questions in Political Interviews</i>, (Political Psychology 14(4), 1993, pp. 651-666.</p> <p>Charteris-Black, Jonathan, <i>Analysing Political Speeches: Rhetoric, Discourse and Metaphor</i>, Palgrave Macmillan, 2013.</p> <p>Coombs, Timothy, <i>Ongoing crisis communication: Planning, Managing, and responding</i> (2nd ed.). Los Angeles: Sage Publications, 2007.</p> <p>Coombs, Timothy, <i>Protecting Organization Reputations During a Crisis: The Development and Application of Situational Crisis Communication Theory</i>, Corporate Reputation Review, 10(3), 163-177, 2007.</p> <p>European Court of Auditors, <i>Misused English words and expressions in EU publications</i>, <a href="http://www.eca.europa.eu/Other%20publications/EN_TERMINOLOGY_PUBLICATION/EN_TERMINOLOGY_PUBLICATION.pdf">http://www.eca.europa.eu/Other%20publications/EN_TERMINOLOGY_PUBLICATION/EN_TERMINOLOGY_PUBLICATION.pdf</a>, 05.08.2016</p> <p>Maude, Barry, <i>Managing Cross-Cultural Communication: Principles and Practice</i>, Palgrave Macmillan, 2011.</p> <p>McCarthy, Michael; O'Dell, Felicity, <i>English Vocabulary in Use: Advanced</i>, Cambridge University Press, 2009.</p> <p><b>Optional bibliography</b></p> <p>European Judicial Training Network, <i>Language training on the vocabulary of judicial cooperation in civil matters</i>, EJTN, 2013.</p> <p>Jesenská, Petra, <i>EUROSPEAK and ELF – English as a current global Lingua Franca</i>, <a href="https://www.ff.umb.sk/app/accountPropertiesAttachment.php?kernelUserID=ID&amp;ID=657">https://www.ff.umb.sk/app/accountPropertiesAttachment.php?kernelUserID=ID&amp;ID=657</a>, 05.01.2017</p> <p>Pop-Flanța, Delia, <i>Provocarea interculturală în epoca globalizării</i>, EFES, Cluj-Napoca, 2015.</p> <p>Valentini, Chiara și Giorgia Nesti, Giorgia, (ed.), <i>Public Communication in the European Union: History, Perspectives and Challenges</i>, Cambridge Scholar Publishing, 2010.</p>		
8.2 Seminar / Laboratory	Teaching methods	Observations
1. Seminar presentation and overview	Interactive presentation Discussion and debate	
2. Political inquiry/interpellation	Text analysis Discussion and debate	
3. Political interviews - simulation	Interactive presentation Text and video analysis Role play	
4. Language creativity - interactive exercises	Writing assignment Group work Role play	
5. Euro-jargon (quiz)	Interactive presentation Text analysis Group work	
6. Comparing and contrasting visual materials - evolution and cultural influence	PPT Presentation Discussion and debate	
7. Persuasion techniques	Discussion and debate Case Study Role play	
8. Delivering an impromptu speech	Video analysis Discussion and debate Role play	
9. Communication in crisis situations -	Interactive presentation	

analysis	Text and video analysis Discussion and debate Case Study	
10. Communication in crisis situations - presentations	Individual presentations Discussion and debate	
11. Common errors in cross-cultural communication. Case studies	Interactive presentation Discussion and debate Case Study	
12. Common errors in cross-cultural communication - presentations	Individual presentations Discussion and debate Case Study	
13. Writing reports	Interactive presentation Discussion Writing assignment	
14. Seminar review and feedback	PPT Presentation Discussion Feedback	

#### **Compulsory bibliography**

De Wolf, Daniel and Mejri, Mohamed, *Crisis communication failures: The BP Case Study*, International Journal of Advances in Management and Economics , Vol.2, Issue 2, pp. 48-56, 2013.

Dickmann, Michael; Baruch, Yehuda, *Global Careers*, Routledge, 2011.

European Commission, Directorate-General for Communication,  
[http://ec.europa.eu/dgs/communication/index\\_en.htm](http://ec.europa.eu/dgs/communication/index_en.htm)

European Commission, A to Z – jargon and false friends, [https://blogs.ec.europa.eu/eu-digital/sites/comm-digitaltransformation-blog/files/europa\\_a\\_to\\_z\\_list\\_-\\_jargon\\_and\\_clear\\_writing\\_alternatives-02-06-2015.pdf](https://blogs.ec.europa.eu/eu-digital/sites/comm-digitaltransformation-blog/files/europa_a_to_z_list_-_jargon_and_clear_writing_alternatives-02-06-2015.pdf), 03.09.2016

Helga Kotthoff, Helga; Spencer-Oatey, Helen; *Handbook of Intercultural Communication*, Walter de Gruyter, 2007.

Marsen, Sky, *Professional Writing*, Palgrave Macmillan, 2013.

Pietrasieski, Pawel, *International Marketing Strategies*, Polish Economic Publishing House, 2005.

Pérez, Francisco, *Political Communication in Europe*, UK, Palgrave Macmillan, 2013.

Thomas, Alexander; Kinast, Eva-Ulrike; Schroll-Machl, Sylvia, *Handbook of Intercultural Communication and Cooperation: Basics and Areas of Application*, Vandenhoeck & Ruprecht, 2010.

#### **Optional bibliography**

Abramenka, Viktoriya , *Content Analysis of British Petroleum and Tokyo Electric Power Company's Crisis Communication Messages. Comparative Analysis of Crisis Communication Strategies*, Grand Valley State University, 2013

Brizek, Michael, *JetBlue Airways, Trouble in the Sky* , Journal of Aviation Management and Education, 2011.

Cressey, Laura, *Careers in International Affairs*, Georgetown University Press, 2014.

European Commission, *English Style Guide. A handbook for authors and translators in the European Commission*,

[http://ec.europa.eu/translation/english/guidelines/documents/styleguide\\_english\\_dgt\\_en.pdf](http://ec.europa.eu/translation/english/guidelines/documents/styleguide_english_dgt_en.pdf).

Mejri, Mohamed , *Crisis Management: Lessons Learnt from the BP Deepwater Horizon Spill Oil*, Business Management and Strategy , Vol. 4, No. 2, 2013.

Wyatt, Rawdon, *Check your English Vocabulary for Business and Administration*, ed. 4, Londra, A & C Black Publishers, 2007.

#### **9. The correspondence between the content of the course and the expectations of the academic community, professional associations and representative employers in the field:**

- This course aims to develop essential abilities meant to foster the students' integration into the professional environment, by means of the various written and oral communication elements it relies on.

The latter are presented in an interactive manner, the contents are up-to-date, the teaching methods are modern and the involvement of students is constant. Moreover, the course makes use of knowledge students have acquired from other courses within the curriculum and it is meant to facilitate the comprehension of other subjects in the field, from a terminological/linguistic point of view.

## 10. Assessment

Type of activity	10.1 Assessment criteria	10.2 Assessment methods	10.3 Percentage of the final grade
10.4 Course	Knowledge about the course	Oral exam	4p.
10.5 Seminar/Laboratory	Activity during seminars	Continuous evaluation	3p.
	Individual presentation	Oral exam	2p. + 1 point
10.6 Minimum standard of performance			
<ul style="list-style-type: none"> <li>• active attendance at 25% of seminars</li> <li>• ability to answer medium-difficulty questions</li> </ul>			

Date  
2.09.2019

Course holder signature  
Dr. Delia Pop-Flanja, Lecturer

Seminar holder signature  
Dr. Delia Pop-Flanja, Lecturer

Date of departmental approval  
15.09.2019

Head of department signature  
Dr. Nicoleta Racolța-Paina, Associate Professor