

Business communication

An idea of designing a new special course of Business Communication sprang up from the experience that University graduates face great difficulties in the process of job searching and in adaptation to new patterns of communication in their job environment. These are problems which are not connected with their proficiency but those of psychological origin. The course of Business Communication is taught for the 5th year students of the Foreign Philology Department and is calculated for 16 hours in the spring semester.

The main objectives of the course are: 1) to summarize students' knowledge in the theory of communication, to attract their attention to the most significant principles which will help them to adapt in the new job environment; 2) to develop the skill of analysis of the communication patterns in different situations and choosing of the most appropriate one; 3) to work out the main principles which should be observed in the process of preparation for the job interview; 4) to elaborate the rules of successful resume writing.

The course includes the following issues Theory of Human Communication, (Maslow's Need Hierarchy, McGregor's Theories, Transactional Analysis, Johary Window, Word and Nonword Messages), Job Interview (Preparing for the interview, Meeting face-to-face, Following up the interview, Practicing for interview), and Organizing the Resume (Matching job requirements with qualifications, Questions regarding resume, Including sufficient information, Emphasizing important points, The most common resume-writing mistakes).

The theory of human communication advances the importance of such factors as social status, role status, rules and instructions in understanding social action and personal intent. Good communication must be conscious of role and status of and must use this knowledge to identify the role and status of various individuals.

All games are played by rules, and the games of communication are no exception. Written and unwritten rules help to determine who may talk to whom, how a message should be presented. As graduates start to work in an environment, they should learn the rules of the game, as they are to create a place for themselves within that environment.