SYLLABUS

1. Program Information

1.1 Higher education institution	Technical University of Cluj-Napoca
1.2 Faculty	Faculty of Automation and Computer Science
1.3 Department	Department of Automation
1.4 Field of study	Automation, Applied Informatics and Intelligent Systems
1.5 Cycle of studies	Bachelor
1.6 Study Programme/Qualification	Intelligent Automation Systems (dual, in English language)
1.7 Form of education	IF – full-time education
1.8 Course code	13.00

2. Course information

2.1 Course title	**Communication workshop**				
2.2 Course lecturer	-				
2.3 Seminar / Laboratory / Project Lecturer	*Ing. Georgiana Miclea (Emerson)* *Ing. Emanuela Mocan (Emerson)*				
2.4 Year of study	1	2.5 Semester	2	2.6 Type of assessment	V
2.7 Course status	Formative category *(DF, DS, DC)*				DC
	Optionality *(DOB, DOP, DFac)*				DOB

3.Total estimated time

3.1 Number of hours per week	1	of which:	HEI	Lecture	0	Seminar	0	Laboratory	0	Project	0
			CO		0		0		0		1
3.2 Number of hours per semester	14	of which:	HEI	Lecture	0	Seminar	0	Laboratory	0	Project	0
			CO		0		0		0		14

3.3 Distribution of time allocation (hours per semester) for:	HEI	CO
(a) Study based on textbook, course support, bibliography, and notes	-	12
(b) Additional documentation in library, specialized electronic platforms, and fieldwork	-	
(c) Preparation of seminars/laboratories, assignments, papers, portfolios and essays	-	20
(d) Tutoring	-	
(e) Examinations	-	4
(f) Other activities:	-	
3.4 Total individual study hours (sum (3.3(a)... 3.3(f)))	-	36
3.5 Total hours per semester (3.2+3.4)	-	50
3.6 Number of credits per semester	-	2

(HEI = Higher Education Institution, CO = Company)

4. Prerequisites (where applicable)

4.1 Curriculum Prerequisites	-
4.2 Competency Prerequisites	-

5. Conditions (where applicable)

5.1. Course Organization Conditions	-
5.2. Seminar / Laboratory / Project organization conditions	-

6. Specific Competencies Acquired

Professional Competencies	• PC12 Gather technical information • PC13 Interact professionally in research and professional environments • PC18 Perform project management • PC23 Synthesize information • PC26 Use information technology tools
Transversal Competencies	• TC03 Demonstrate responsibility • TC04 Work in teams

7. Learning outcomes

Knowledge:	• Identify key concepts of interpersonal and professional communication, including communication types, barriers, and active listening. • Explain the differences between assertive, passive, and aggressive communication styles and their implications in professional settings. • Describe principles of constructive feedback, conflict management, and persuasive communication.
Skills:	• Apply assertive communication strategies in both written and spoken formats tailored to diverse professional contexts • Produce professional written communications (e.g., emails, reports) that demonstrate clarity, structure, and appropriate tone. • Demonstrate effective verbal communication techniques in role-play scenarios.
Responsibility and autonomy:	• Evaluate their own communication style and behaviors using feedback and self-assessment tools. • Develop a personal action plan to improve communication skills, setting realistic and measurable goals. • Adapt their communication approach based on audience, context, and feedback, showing awareness of their professional responsibilities.

8. Course Objectives

8.1 General objective of the course	To practice clear, assertive, and effective communication in various professional contexts—both face-to-face and online.
8.2 Specific objectives	• Communicate clearly and assertively in both written and spoken formats, adapting the style to various professional contexts. • Manage challenging interactions effectively, including giving constructive feedback and navigating conflict with empathy and professionalism. • Develop and implement a personal action plan to continuously improve communication skills based on self-assessment and peer feedback.

9. Contents

9.1 Lectures	No. of hours	Teaching methods	Obs.

9.2 Seminar / laboratory / project	Hours HEI	Hours CO	Teaching methods	Obs.
Fundamentals of Communication. Explore the essential elements of effective communication, including types, common barriers, and active listening techniques.	-	2	Case Studies and Scenario Analysis, Role-playing and Simulations, Group Discussions and Peer Feedback, Guided Practice and Coaching	-
Assertiveness and Communication Styles. Understand and practice how to communicate assertively, distinguishing it from passive or aggressive behavior.	-	2		
Professional Written Communication. Learn how to write clear, concise, and appropriate emails, reports, and messages for workplace settings.	-	2		
Difficult Conversations and Conflict Management. Develop strategies for managing challenging interactions and resolving workplace conflicts constructively.	-	2		
Giving and Receiving Constructive Feedback. Practice structured feedback methods to improve team communication and performance.	-	2		
Positive Influence and Negotiation Techniques. Gain tools for building trust, persuading ethically, and conducting win-win negotiations.	-	2		
Self-Assessment and Communication Development Plan. Reflect on personal communication strengths and design a realistic plan for continued growth.	-	2		

Bibliography
(CO)

[1] K. Patterson and J. Grenny, Crucial Conversations: Tools for Talking When Stakes Are High. New York: McGraw-Hill, 2012.
[2] D. Stone, B. Patton, and S. Heen, Difficult Conversations: How to Discuss What Matters Most. New York: Penguin Books, 2010.
[3] R. J. Paterson, The Assertiveness Workbook: How to Express Your Ideas and Stand Up for Yourself at Work and in Relationships. Oakland, CA: New Harbinger Publications, 2000.
[4] Harvard Business Review, "Articles on Communication and Leadership." [Online]. Available: https://hbr.org/
[5] MindTools, "Active Listening, Assertive Communication, Giving Feedback." [Online]. Available: https://www.mindtools.com/
[6] Toastmasters International, "Resources on Public Speaking and Feedback." [Online]. Available: https://www.toastmasters.org/
[7] Stephen E. Lucas; trad. de Miruna Andriescu, Arta de a vorbi în public (2023), Iaşi: Polirom, https://shorturl.at/LYpHj (within TUCN library)

10. Correlation of course content with the expectations of the epistemic community representatives, professional associations, and major employers in the field related to the program

The course content aligns with the communication competencies emphasized by professional associations, academic experts, and major employers—such as assertiveness, clarity, and conflict management. These skills are increasingly recognized as essential for effective teamwork, leadership, and professional success across industries.

11. Evaluation

Activity Type	Evaluation criteria	Evaluation methods	Weight in final grade
11.1 Lecture	-	-	-

11.2 Seminar/ Laboratory/Project	Applied Communication Skills	Role-plays, simulations, and active participation in practical exercises	60%
	Written Assignments	Evaluated based on clarity, structure, relevance, and reflection quality	40%
11.3 Minimum Performance Standard			
Demonstrate basic competency in clear, assertive communication and ability to apply techniques in realistic scenarios.			

Date of completion: 11.05.2025	Program responsible	Conf.dr.ing. Roxana Rusu-Both	

Date of approval by the Department of Automation Council	Director of the Department of Automation
_____24.11.2025_____	Prof.dr.ing. Honoriu VĂLEAN
Date of approval by the Faculty of Automation and Computer Science Council	Dean Prof.dr.ing. Vlad MUREȘAN
_____28.11.2025_____	