



AYDIN ADNAN MENDERES UNIVERSITY
DAVUTLAR VOCATIONAL SCHOOL
HOTEL RESTAURANT AND CATERING SERVICES
TOURISM AND HOTEL MANAGEMENT
COURSE INFORMATION FORM

Course Title	Communication and Body Language								
Course Code	AŞL113			Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	The aim of this course is to enhance students' written, verbal and non-verbal communicative skills.								
Course Content	Definition , qualities, processes, and elements of communication, written and verbal communication, effective listening skills, non-verbal communication and body language, organizational communication, obstacles								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion, Individual Study								
Name of Lecturer(s)	Ins. Bilge Sevim OKUYAN								

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

Recommended or Required Reading

1	İletişim– Yrd.Doç.Dr. Emel BAHAR
2	Turizm İşletmelerinde Halkla İlişkiler ve İletişim – Doç. Dr. Şirvan Şen DEMİR
3	Dikkat Vücudunuz Konuşuyor – Ahmet Şerif İZGÖREN
4	Beden Dili – Joe Navarro

Week Weekly Detailed Course Contents

Week	Weekly Detailed Course Contents	
1	Theoretical	Communication Concept Definition and Importance
2	Theoretical	Communication Processes and Components
3	Theoretical	Types of Communication
4	Theoretical	Oral Communication and Oral Communication Components
5	Theoretical	Effective Speaking and Effective Listening
6	Theoretical	Written communication , written communication in the event Factors
7	Theoretical	Department of Business Text Types and Business Writing
8	Theoretical	Nonverbal Communication and Nonverbal Communication Functions
9	Theoretical	Nonverbal Communication Types
10	Theoretical	Body Language, Components and Features
11	Theoretical	Distances , Looks , First Impressions , Color of place in non-verbal communication
12	Theoretical	Organizational Communication , Purpose and Importance
13	Theoretical	Organizational Communication Tools
14	Theoretical	Communication Barriers and Effective Communication

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Midterm Examination	1	10	1	11
Final Examination	1	10	1	11
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2

*25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	Students can define communication.
2	Students can explain the significance and function of communication for individuals and for the society.



3	Students can highlight the importance of communication in social life.
4	Students can explain the significance and function of body language for individuals and for the society.
5	Students can use body language effectively in daily life and at work.
6	Students can demonstrate effective communication skills.

Programme Outcomes (Tourism and Hotel Management)

1	...
2	...
3	...
4	...
5	...

Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1
P1	5
P2	5
P3	5
P4	5
P5	5

