朝陽科技大學 094學年度第2學期教學大綱
Communication Techniques 溝通技巧

當期課號	1837	**Course Number**	1837
授課教師	江松沐	**Instructor**	CHIANG,SUNG MU
中文課名	溝通技巧	**Course Name**	Communication Techniques
開課單位	應用外語系(四日)四A	**Department**	
修習別	選修	**Required/Elective**	Elective
學分數	3	**Credits**	3
課程目標	本課程是使學生了解溝通可以讓組織運作順暢，組織的層級可以減少，可以促進人際關係、提昇企業的績效。	**Objectives**	The goals of the course is to help the students in understanding that an organization is a good way to make the operation more smoothly; it could also reduce the position level in the organization, improve the relationship and upgrade the effect to the organization.
教材	中外著名有關文獻及著作．教授之實證研究及論文發表	**Teaching Materials**	
成績評量方式	１．學生研究報告發表２．期中考／期末考	**Grading**	1.student's presentation 2.Mid/ end term examination
教師網頁			
教學內容	溝通技巧: 一.導論 卓越成功的溝通技巧是指溝通者能使其溝通之對象.對其溝通之表現爲:A.可接受 B.具有魅力 C.足以說服對方.而達成自我溝通之目的並建立未來長久之良好關係 二.溝通型態之分類： ---依對象分類:一般人際溝通.個人對小眾溝通.個人對大眾溝通.團體對團體溝通 ---依時段分類:事先溝通.當時溝通.事後溝通 ---依場合分類:正式溝通與非正式溝通 三.溝通技巧發揮之領域: 1.達成不同目的之技巧發揮 2.適應對象特性之技巧發揮 3.適應時間.場合技巧發揮 4.適應特殊情況(主客觀處境)之技巧發揮 四.溝通前之準備: 1.人員及領導者之選定 2.對象特性及目的之分析 3.溝通場所之措置 4.溝通工具 5.優良氣氛之營造 6.適當時間之選定 7.主題明確及補足資料之強化 8.表達內容之程序研究 9.事前演練及調整 五.溝通技巧發揮之方法: 1.--選擇適當及可十分了解之語言 2.--可舒服入耳之用語/用字之運用 3.--訴求技巧之選定 4.--說服力之焦點成熟 5.--把握對方之重點及要義 6.--營造雙贏之空間 7.--掌握溝通內容之導向 8.--考慮採取迂迴路途,達成目標	**Syllabus**	The skill for communication 1 Preface ---------- An excellent and successful skill for communication should be a charming /attractive skill and its result should be highly acceptable. Finally the result should lead a nice relationship between two sides in long-run. 2.Different types of communication ---------- A) Individual to individual B) Individual to group C) Group tp group D)Formal communication E)Informal communication F)Communication in advance 3 The filds of developing the skill of communication ---------- A)In the fields of different purporses of communication B)In the fields of different periods of timing C)In the fields of special contingency 4.Some perfect preparation before going the communication ---------- A)Selecting the suitable members and the leader of the team. B)Arranging the facilities and place C)Preparing the right tools for communication. D)Creating a nice and comfortble atomsphere. E)Setting up the right time and period. F)Making clear the subjetc and own purporse G)Clarifying the purporse of the other

	9.--機動調整溝通之策略 10--講求認同對方觀點之技巧與創造最佳之結局 11.衝突之避免與淡化 12.衝突之處理與補救 六.實例研究: ---依實例作討論 ---依不同之對象目的.情境.文化.國情及主客觀條件研討溝通技巧.		side H)Practising the full operation and setting up the best procedures in advance. 5.The methods and steps ---------- A)Selecting suitable and understandable language B)using comfortable and acceptable words C)Fixing the skill for expressing our own subject D)Focus for the persuasion. E)Catching the key points from the other side F)Create a room for " win-win result" G)Leading the direction of discussing H)Considering other spiral ways for reaching the goal. I)Taking an active adjustment for strategies. if the planed ways are not go well. J)Widering the space and oppertunity to accept the points from the other side. K)doing the utmost to advoid any confliction L)Taking care the consequency of the confliction and find the ways for compensation., in case the confliction are happenning. 6. Case-study ---------- From the cases of different background ,/ culture and communication purporse, and cases upon some unexpectable contingency,to create the best skill for communication/

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