朝陽科技大學 096學年度第2學期教學大綱
Communication Theory and Practice 溝通理論與實務

當期課號	1172	Course Number	1172
授課教師	張純莉	Instructor	CHANG,CHWEN LI
中文課名	溝通理論與實務	Course Name	Communication Theory and Practice
開課單位	企業管理系(四日)二A	Department	
修習別	選修	Required/Elective	Elective
學分數	3	Credits	3
課程目標	人生無時無地不溝通,但達成溝通目的贏家仍屬極少數。有效的溝通包含語言及非語言之要素,特別是所我們所面對的溝通對象~「人」有著許多不確定的變數。如何打動對方,敞開其心扉,達成共識,實爲一門藝術。本課程將透過溝通理論的探討、與講師二十年實務經驗的交互驗證,配合演練與研討、小組報告,讓同學以輕鬆幽默的方式,來體驗這一門社會科學,並掌握到運用到工作與生活中的關鍵要領。	Objectives	Communication Theory and Practice Communication in human life has become so important and promising, however, how to effectively communicate either by oral or writing is not an inherent talent, which believably can be trained step by step. People even think that an attractive communication just kind of art. It can't be copied or formulated because man is always changeable. In this course, instructor will follow the textbook as well as give practical case study by two-way interesting method. How to let the students open their minds with happiness and feel humorous in the class is primary task for a qualified teacher. Besides, students will fully use this skill learnt from class into his future work.
教材	人際關係與溝通(2007)，黃鈴媚等譯，前程文化出版。	Teaching Materials	Inter-Act,Interpersonal Communication Concepts, Skills, and Contexts
成績評量方式	期中考 (20%) 期末考 (20%) 期末書面報告 (20%) 小組口頭報告 (20%) 課堂參與&作業 (20%)	Grading	Mid-term Exam. (20%) Final Exam. (20%) Term Paper (20%) Team Presentation (20%) Participation & Assignments (20%)
教師網頁	_		
教學內容	1.溝通導論 2.自我知覺/自我概念/社會認知 3.各種關係中的溝通 4.語言溝通 5.非語言溝通 6.有效對話 7.有效傾聽 8.支持與安慰他人 9.自我揭露與回饋 10.人際影響 11.衝突管理 12.職場溝通	Syllabus	1.Introduction to Communication Theory 2.Perception 3.Verbal Communication 4.Non-verbal Communication 5.Active Listening 6.Self-disclosure 7.Empathy 8.Interpersonal Influence 9.Managing Conflict 10.Organizational Communication

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