**GAU, School of Aviation, Civil Aviation and Cabin Services**

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| **Course Unit Title** | Communication in Aviation II |
| **Course Unit Code** | CACS104 |
| **Type of Course Unit**  | Compulsory, Civil Aviation and Cabin Services  |
| **Level of Course Unit**  | 1st Year |
| **National Credits** | 2 |
| **Number of ECTS Credits Allocated** | 0 ECTS |
| **Theoretical (hour/week)** | 2 |
| **Practice (hour/week)** | - |
| **Laboratory (hour/week)** | - |
| **Year of Study** | 1 |
| **Semester when the course unit is delivered** | 2 |
| **Course Coordinator** |  |
| **Name of Lecturer (s)** |  |
| **Name of Assistant (s)** |  |
| **Mode of Delivery**  | Face to Face and E-learning activities |
| **Language of Instruction**  | English |
| **Prerequisites and co-requisites**  | - |
| **Recommended Optional Programme Components**  | - |
| **Objectives of the Course:** |
| * Teaching the basic communication principles.
* Teaching the fundamental principles of communication types in line of communication participants.
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| **Course Description** |  |
| The aim of this course is defining basic theories, researches and applications of non-verbal communication, analysing methods of effective communication and applying verbal communication in the process of effective communication. |
| **Course Contents** |
| Week |  | Exam**s** |
| 1 | Interpersonal communication |  |
| 2 | Interpersonal communication |  |
| 3 | The importance of greeting, priority at the gates (meeting the team, transition to the plane process) |  |
| 4 | The importance of greeting, priority at the gates (meeting the team, transition to the plane process) |  |
| 5 | Communication methods appropriate to the culture we are in, with teams at social events |  |
| 6 | Communication methods appropriate to the culture we are in, with teams at social events |  |
| 7 |  Resolving conflicts using appropriate communication techniques |  |
| 8 | Midterm Exam | Midterm |
| 9 | Resolving conflicts using appropriate communication techniques |  |
| 10 | Effective communication skills |  |
| 11 | Effective communication skills |  |
| 12 | Brainstorming |  |
| 13 | Brainstorming |  |
| 14 | Revision, Exercises and Tutorial Class |  |
| 15 | Final Exam | Final |
| **Recommended Sources** |
| **Textbook:** **Supplementary Material(s):**  |
| **Assessment** |
| Attendance | 5% |  |
| Assignments | 10% |  |
| Project-Seminar | 15% |  |
| Midterm Exam | 25% | Written |
| Quizzes | 10% |  |
| Final Exam | 35% | Written  |
| Total | 100% |  |
| **ECTS Allocated Based on the Student Workload** |
| Activities | Number  | Duration (hour)  | Total Workload(hour) |
| Hours per week (Theoretical) | 15 | 3 | 45 |
| Presenting of observations and tutorials as report | 5 | 5 | 25 |
| Preparation of the homework | 5 | 5 | 25 |
| Quizzes | 2 | 11 | 22 |
| Supervision  | 1 | 17 | 17 |
| Final Exam | 1 | 22 | 22 |
| Total Workload  | 156 |
| Total Workload/30 (h) | 5.2 |
| ECTS Credit of the Course | 5 |