**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** | | | | 4 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 | | | | |
| **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. | | | | | | | | |
| **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 |  | | | | | | | Exams |
| 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** | | | | | **4** | **5** | **20** | |
| **Preparation of the homework** | | | | | **4** | **5** | **20** | |
| **Quizzes** | | | | | **2** | **11** | **22** | |
| **Final Exam** | | | | | **1** | **19** | **19** | |
| **Total Workload** | | | | | | | **126** | |
| **Total Workload/30 (h)** | | | | | | | **4.2** | |
| **ECTS Credit of the Course** | | | | | | | **4** | |