












In view of the health context linked to the spread of the coronavirus, the methods of organisation and evaluation of the learning units could be adapted in different situations; these possible new methods have been - or will be - communicated by the teachers to the students.

3 credits	15.0 h + 15.0 h	Q1
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Teacher(s)	Goedgezelschap Anne ;
Language :	Dutch
Place of the course	Louvain-la-Neuve
Main themes	This course introduces the general principles of communication particularly the linguistic, sociolinguistic, pragmatic and cultural aspects of interaction. Special attention is given to specific characteristics of communication in the Dutch-speaking world. This general part is followed by a more detailed presentation of the strategies that can be used during verbal communication activities that are used in organizations: presentations for different target groups, participating in debates, organizing meetings, commercial negotiations, telephone conversations, etc. The exercises that are included in the course give the students the opportunity to practice what they have learned in different professional situations. Their performances are registered and discussed in detail.
Aims	<p>At the end of the course, students should be able to apply the general principles of communication in a Dutch-speaking business environment and they should at least have reached a B2+ oral level (Common European Framework of Reference) in Dutch.</p> <p>-----</p> <p><i>The contribution of this Teaching Unit to the development and command of the skills and learning outcomes of the programme(s) can be accessed at the end of this sheet, in the section entitled "Programmes/courses offering this Teaching Unit".</i></p>
Evaluation methods	<p>Due to the COVID-19 crisis, the information in this section is particularly likely to change.</p> <p>For the FIAL students:</p> <ul style="list-style-type: none"> - volume 1 (course): continuous evaluation during the semester (presentation and active participation during the courses). This counts for 50% of the final grade. - volume 2 (exercises): continuous evaluation during the semester (active participation during the courses, personal work, dare to talk in professional situations). This counts for 50% of the final grade. <p>For the non-FIAL students (who get more than 3 credits for the course) :</p> <ul style="list-style-type: none"> - volume 1 (course): continuous evaluation during the semester (presentation and active participation during the courses). This counts for 30% of the final grade. - volume 2 (exercises): continuous evaluation during the semester (active participation during the courses, personal work, dare to talk in professional situations). This counts for 30% of the final grade. - oral exam in January (during the exam session): oral presentation of a written paper about a topical communication case. This counts for 40% of the final grade <p>In case of a second session (session of September) : oral presentation of a written paper about a topical communication case.</p>
Content	<p>The following themes will be discussed:</p> <ol style="list-style-type: none"> 1) a general introduction to verbal communication; 2) specific aspects of communication in a company (organisation structure, management and communication style, assertive communication, psychological motivation, etc.) 3) specific aspects of corporate culture in a Dutch-speaking environment (greetings, politeness formulae 4) communication within the company (communicating with the personnel, internal meetings, presentations, etc.) 5. External communication including intercultural communication with unknown partners (job interviews, information and advice to customers, telephone conversations, press conferences, etc.)
Other infos	15 hours of the course is given by the Institute of Languages (ILV).
Faculty or entity in charge	MULT

Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Aims
Master [120] in Public Administration	ADPU2M	6		
Master [120] in Communication	CORP2M	5		
Master [120] in Journalism	EJL2M	5		
Master [120] in Modern Languages and Literatures : German, Dutch and English	GERM2M	3		
Master [120] in Multilingual Communication	MULT2M	3		
Master [120] in Political Sciences: General	SPOL2M	6		
Master [120] : Business Engineering	INGE2M	5		
Master [120] in Economics: General	ECON2M	5		
Master [120] in Management	GEST2M	5		
Master [120] in Communication	COMM2M	5		
Master [120] in Political Sciences: International Relations	SPRI2M	6		
Master [120] in Modern Languages and Literatures : General	ROGE2M	3		