

Due to the COVID-19 crisis, the information below is subject to change, in particular that concerning the teaching mode (presential, distance or in a comodal or hybrid format).







5 credits

30.0 h

Q1

Teacher(s)	Lambotte François ;Werbrouck Katja (compensates Lambotte François) ;
Language :	English
Place of the course	Louvain-la-Neuve
Main themes	This course shows the main issues of internal communication, using a series of analytical categories provided by the communication and information sciences. It presents the relations between internal communication, culture and identity of organizations. It also presents the relationship between internal communication and human resource management (HRM), and the contribution of internal communication to change management.
Aims	<p>Master in a reflexive and critical way a series of elements that relate to the internal communication of the organizations :</p> <ul style="list-style-type: none"> • distinguishing phenomena and practices of internal communication ; • identify the main tools and techniques of internal communication and understand their logic ; <p>1. <ul style="list-style-type: none"> • distinguish the different methods of analysis of internal communication ; • develop a communication strategy for change ; • understand the relationship between internal communication and human resources management (HRM) ; • grasp certain normative aspects and the ethical dimension related to internal communication, in a context of multiculturalism. </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>1. Group work (40%) oral presentation during a plenary session and written report</p> <p>2. Individual assessment on comprehension of the content of the course (60%) - Oral exam</p> <p>Second session : Individual oral exam on the complete course: 60%. The initial rating of the working group (40%) will be maintained if the group obtained 50% of the rating; otherwise, the student must present a complementary work to be fixed with the teacher.</p>
Teaching methods	<p>Due to the COVID-19 crisis, the information in this section is particularly likely to change.</p> <p>All courses are supported by written material. At least 50% of the course is interactive and learned through exercises. When relevant, Internal Communication professionals are invited to illustrate cases. Different communication formats are used.</p>
Content	<p>THEMES</p> <p>The course will address the main aspects of Internal Communication, from an analytical, strategical and applicative point of view. Internal Communication is positioned as a critical management discipline that enables organizations to be more successful, both in their daily operations and during important changes. During this course we will go through all the levers that enable the optimization of the experience and organization of Internal Communication.</p> <p>AIMS</p> <p>In this course students will:</p> <ul style="list-style-type: none"> • understand the position and the role of Internal Communication in public and private organizations, • understand the impact of new ways of working on employee interactions, • analyze how Internal Communication can contribute to the business results on a daily basis, • understand Internal Communication tools, methods and processes, • develop an Internal Communication approach and plan for a specific change or goal in the organization, • distinguish and use different methods to measure the performance of Internal Communication, • understand if and how Internal Communication impacts the organization's culture, • get acquainted with certain legal and ethical matters in Internal Communication. <p><u>CONTENTS</u></p>

	<ul style="list-style-type: none"> • Role, history, trends of Internal Communication • Internal Communication Types, Contents & Channels • Internal Communication target populations • Employee experience and engagement • Change Management & Change Communication • Internal communication Measurements, Organization & Planning • Ethics & normative aspects
Other infos	<p>SPECIFIC COVID-19 arrangements</p> <ul style="list-style-type: none"> • The courses will be given remotely via the Teams platform. • We are going to organize face-to-face coaching sessions in small groups by topic. These coaching sessions will take place from mid October. The exact dates will be communicated during the month of September when the working groups are constituted.
Faculty or entity in charge	COMU

Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Aims
Master [120] in Communication	COMM2M	5		
Master [60] in Information and Communication	COMU2M1	5		
Master [120] in Information and Communication Science and Technology	STIC2M	5		
Master [120] in Human Resources Management	GRH2M	5		
Master [120] in Multilingual Communication	MULT2M	5		
Master [120] in Journalism	EJL2M	5		
Master [120] in Communication	CORP2M	5		