

Teacher(s)	Goedgezelschap Anne ;Jonkers Sara ;
Language :	Dutch
Place of the course	Louvain-la-Neuve
Prerequisites	B2 in written and listening comprehension, as well as B2 in spoken Dutch (Common European Framework of Reference)
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.
Learning outcomes	<p><b>At the end of this learning unit, the student is able to :</b></p> <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>1</p>
Evaluation methods	<p>For the <b>GERM/ROGE/MULT</b> students:</p> <ul style="list-style-type: none"> <li>• volume 1 (course): continuous evaluation during the semester (presentation and active participation during the courses). This counts for 50% of the final grade.</li> <li>• volume 2 (exercises): continuous evaluation during the semester (active participation during the courses, presentation, dare to talk in professional situations). This counts for 50% of the final grade.</li> </ul> <p>For the <b>non-FIAL</b> students (who get 5/6 credits for the course) :</p> <ul style="list-style-type: none"> <li>• volume 1 (course): continuous evaluation during the semester (presentation and active participation during the courses). This counts for 30% of the final grade.</li> <li>• volume 2 (exercises): continuous evaluation during the semester (active participation during the courses, presentation, dare to talk in professional situations). This counts for 30% of the final grade.</li> <li>• oral exam in January (during the exam session): oral presentation of a communication case from the business world based on an interview with a communications manager. This counts for 40% of the final grade.</li> </ul> <p><b>In case of a second session (session of September) :</b></p> <p>For the <b>GERM/ROGE/MULT</b> students:</p> <ul style="list-style-type: none"> <li>• volume 1 (course): oral presentation and a written paper of a topical communication case. This counts for 50% of the final grade.</li> <li>• volume 2 (exercises): oral test (dare to talk in professional situations). This counts for 50% of the final grade.</li> </ul> <p>For the <b>non-FIAL</b> students (who get 5/6 credits for the course) :</p> <ul style="list-style-type: none"> <li>• volume 1 (course): oral presentation and a written paper of a topical communication case. This counts for 30% of the final grade.</li> <li>• volume 2 (exercises): oral test (dare to talk in professional situations). This counts for 30% of the final grade.</li> <li>• oral presentation of a communication case from the business world based on an interview with a communications manager. This counts for 40% of the final grade.</li> </ul> <p><i>The student only has to (re)take the parts for which s/he obtained a mark inferior to 10/20 in January.</i></p> <p>Generative artificial intelligences (AIs) must be used responsibly and in accordance with academic and scientific integrity practices. Scientific integrity involves citing one's sources, so the use of AI must always be disclosed. The use of artificial intelligences for tests and exams are explicitly prohibited and will be considered a case of cheating. Attendance at the course is compulsory. If the teacher deems it useful, he/she may propose to the jury to object to the registration for the course examination of a student who has not regularly attended the learning activities (RGEE - art. 72).</p>
Content	The following themes will be discussed:

	<ol style="list-style-type: none"><li>1) a general introduction to verbal communication;</li><li>2) specific aspects of communication in a company (organisation structure, management and communication style, assertive communication, psychological motivation, etc.)</li><li>3) specific aspects of corporate culture in a Dutch-speaking environment (greetings, politeness formulae</li><li>4) communication within the company (communicating with the personnel, internal meetings, presentations, etc.)</li><li>5. External communication including intercultural communication with unknown partners (job interviews, information and advice to customers, telephone conversations, press conferences, etc.)</li></ol>
Other infos	15 hours of the course is given by the Institute of Languages (ILV).
Faculty or entity in charge	ELAL

Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Learning outcomes
Master [120] in Multilingual Communication	MULT2M	3		
Master [120] in Communication	CORP2M	5		
Master [120] in Political Sciences: International Relations	SPRI2M	6		
Master [120] in Information and Communication Science and Technology	STIC2M	5		
Master [120] in Public Administration	ADPU2M	6		
Master [120] in Political Sciences: General	SPOL2M	6		
Master [120] : Business Engineering	INGE2M	5		
Master [120] in Management	GEST2M	5		
Master [120] in Modern Languages and Literatures : German, Dutch and English	GERM2M	3		
Master [120] in Communication	COMM2M	5		
Master [120] in Economics: General	ECON2M	5		
Master [120] in Modern Languages and Literatures : General	ROGE2M	3		
Master [120] in Journalism	EJL2M	5		