SLC. MS.040. LSO9001. 1693

SYLLABUS

INTERNATIONAL EUROPEAN UNIVERSITY

EUROPEAN SCHOOL OF BUSINESS

Group dynamics and communications
Educational program «Software engineering»

2024

SYLLABUS

1 Name of the course and educational program

Group dynamics and communications
Educational program “Software engineering”

2 Course description

In 1968, a new discipline called software engineering was launched engineering). For the first time, the emphasis in software development methods, tools and processes was shifted from the actual coding of programs to other processes of their development, in particular towards quantitative, engineering ones. In addition, software project management works received an additional incentive. And in the context of these works, the human factor and its role in software development acquired special importance. Nowadays, creating software is an exclusively collective process. Therefore, the issue of the organization of developer groups, the role and place of the individual in the team, the roles and norms of behavior of individuals, as well as the methods and means of implementing communication (communication) in the team are very important for achieving the goal of obtaining a high-quality software product. These questions are studied in the discipline "Group dynamics and communications"..

3 Study prerequisites

No pre-requisites .

4 Amount of credits/hours

4 ECTS credits/ 120 hours

5 Training format

Blended learning

6 Classroom location

Audience 405. https://dist.ieu.edu.ua/course/view.php?id=454

7 Information about the teacher

Oleksandr Nesterenko, Dr. technical Sciences, professor

8 Department

Department of Information Technologies

9 Office location

Kyiv, Akademika Glushkova Ave., 42 B, room 505

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10 Schedule of counseling

Every Monday from 12:00 to 16:00 with prior appointment via corporate mail

11 E-mail of the teacher

oleksandr _ nesterenko @ieu.edu.ua

12 Course objectives

The purpose of teaching the educational discipline "Group dynamics and communication" is the formation of students' abilities to effectively build group work and communication in a professional context in the field of software engineering; effective work with colleagues, use of concepts of group dynamics, listening strategies, conflict resolution; to persuasion and negotiation, using the principles of effective oral communication; to creating and conducting presentations of appropriate quality.

13 The role of academic discipline in achieving program results

PR02. Know the code of professional ethics, understand the social significance and cultural aspects of software engineering and adhere to them in professional activities.

14 Learning outcomes

Know:

- basics of human behavior in the organization;
- types of group psychocorrection, dynamics of group processes;
- theoretical foundations of active social learning, tasks and methods of active social and psychological training of employees and managers;
- functional capabilities of the main roles in the group;
- advanced experience in the use of group dynamics technologies in various fields.

Be able:

- use methods of information collection, analysis of results;
- create and manage small groups, identify the structure of groups and mechanisms of behavior of people in the group;
- apply the acquired knowledge in practical work;
- develop and conduct high-quality formal presentations;
- create clear, concise and accurate business documentation according to clear formatting standards;
- to engage in interactions with other people in which people can understand, listen to and value each other's positions, even if they disagree, and can communicate their positions to others.

15 Course content

SECTION 1
Content module 1. GROUP. BASIC CONCEPTS
Topic 1. 1. Introduction to the discipline .
Topic 1.2. The concept of a group .
Topic 1.3. Types of groups
Content module 2. GROUP DYNAMICS. BASIC CONCEPTS
Topic 2.1. Mechanisms of group dynamics .
Topic 2.2. Person and group.
Content module 3. TEAM AND TEAM ROLES
Topic 3.1. Unity and team building .

Topic 3.2. The concept of group development
Topic 3.3. Team roles.
Topic 3.4. Leadership and conflicts
SECTION 2
Content module 4. COMMUNICATIONS
Topic 4.1. Communicative process. Forms and types of communications .
Topic 4.2. Communications management .
Topic 4.3. Group dynamics and communications in professional practice
software engineering
Content module 5. TECHNIQUES AND TECHNOLOGIES OF
BUSINESS COMMUNICATION AND DOCUMENTATION
Topic 5.1. Classification and rules of design of a business letter .
Topic 5.2. Organization and holding of meetings .
Topic 5.3. Public speaking .
Topic 5.4. Preparation and conducting of presentations.

16 Course materials and requirements

1. Sidorov M.O. Group dynamics and communications. K.: NAU, 2008. 74p.
2. Vynogradova O.V., Yevtushenko N.O. Group dynamics and communications. Study manual Kyiv: DUT, 2018.
3. Skibytska L.I. Manager's work organization. Study manual. K.: Center for Educational Literature, 2010. 360 p.
4. Kolpakov V. M. Self-management : education . manual. K.: Personnel, 2008. 528 p.
5. Molchanova A. O., Volyanyk I., Kondratyeva P. Organizational Behavior: Textbook . I-F: Liliya-NV, 2015. 176 p.
6. Stolyarenko O. B. Psychology of personality. Kyiv: Center for Educational Literature, 2012. 280 p.
7. Donelson R. Forsyth Group dunamics . Wadsworth Publishing , 2005. 500 p.
8. Edward Jordan. "The Way of the Kamikaze " / Trans. with English M: Lory, 2000. 324 p.
9. Pocheptsov H.G. Theory communications – M: Refl -buk, – K: Wakler. –2001. - 656 c.
10. Maskon M.H., Albert M., Khedoury F. Fundamentals of management / Trans. with English M: Delo , 1992. 702p.
11. Sommerville I. Engineering software provisioning / Trans. with English M: Williams , 2002. 540p.
12. Harris Richard. Psychology mass communications / Trans. with English St. Petersburg, 2001. 320p.
13. Electronic magazine "Psychological knowledge for all" https://psydliavsih.wordpress.com
14. Ukrainian Center for Neurolinguistic Programming. http://nlpcenter.com.ua/
15. http://www.psihologu.info/ - psihologu.info

17 Technical requirements for working on the course

In order to access the course materials, you will need regular access to a computer and the Internet. In order to successfully study and pass the exam from the training course, it is necessary to constantly familiarize yourself with the materials posted on the university's remote platform (Moodle) in the course "Group dynamics and communications". You also need to create reporting documents for the performance of practical work and upload them to the platform (the platform can only be used from a corporate email account).
In the case of problems with access to the distance learning platform, it is necessary to notify the dean's office or the headmaster, or the course teacher directly.

18 Learning process

The process of studying the course "Group dynamics and communications" includes lectures and laboratory sessions.
During the lectures, such teaching methods as lecture, lecture-conversation, discussion, discussion of problematic issues, demonstration, and analysis of various situations will be used according to the topic of the lectures.
During laboratory classes, such teaching methods as surveys, testing, performance of individual tasks, performance of analytical and calculation works, solved specific problems and situations will be used).

19 Signs of discipline

Term of teaching	**Semester**	**International Disciplinary integration**	**Course study**	**Cycles: general training/ professional training/ free choice**
1 semester	3 semester	No	2ty course	Cycle of professional training

20 Evaluation policies

You will have different ways to demonstrate your knowledge and skills throughout the semester. This includes how you attend class, how and what you contribute to topic discussions, how you complete and complete lab assignments and tests on time, how you complete independent work assignments, and the ability to present your work. In addition, it is possible to perform tasks that are performed individually or in a small group in the form of a student scientific work.

Activities during the semester	**Maximum number of points during the semester**
Virtual internship in a food IT company	60
Current work (attendance, monitoring of lectures, performance of practical work)	34
Tests (8)	16
TOTAL	**100**

21 Rating scale

The grade for the discipline is defined as the sum of the points scored for the current activity in the semester. Each module includes an assessment score for the student's current work. Module control activities are carried out upon completion of the study of the taught material of this module. The minimum number of points for the current educational activity, which allows the discipline to be counted as completed, must be at least 60. The maximum point for the discipline is 100.
The total grade for studying the discipline is set according to the national and European scale (EKTS).
The overall final grade in points, according to the national scale and according to the ECTS scale, is entered in the student's assessment and examination information, study card and student's assessment book.

Rating scale: national and ECTS

The sum of points for all types of educational activities	Evaluation on ECTS	Evaluation on a national scale	
		for an exam, course project (work), practice	for credit
90-100	A	perfectly	Enrolled
82-89	B	good	
74-81	C		
66-73	D	satisfactorily	
60-65	E		
30-59	FX	unsatisfactory with possibility reassembly	not counted with the possibility of retaking
1-29	F	unsatisfactory with mandatory repeated sstudy of the discipline	not enrolled with mandatory repeated study of the discipline

22 How to find out your score

To check your assignment grades and read the teacher's comments, you need to check the relevant tabs on the distance learning platform (Moodle) in this course.

You can also get information about the received grades in the joint chat of the subject group (Viber or Telegram) or directly from the course instructor via corporate mail, messengers or by appointment on the days of consultations.

23 Course policies

For the productive educational and cognitive activity of the applicants when studying the discipline, thematic lectures are held and practical classes are conducted in the form of laboratory works.

In classes and during his stay at the university, the student must treat teachers, staff and other students with respect, attend classes according to the schedule, come on time and not leave the classroom without the teacher's permission. It is necessary to complete all academic tasks and their work within the specified time.

The teacher, in turn, must constantly raise his professional level, pedagogical skill, and general culture, provide conditions for students to master educational programs at the level of mandatory requirements for the content, level and scope of education, and promote comprehensive professional development of students. It is mandatory to follow the educational and thematic plan, not to be late for classes, not to allow any manifestations of corruption, discrimination, bullying, harassment and oppression of the rights of those seeking education.

Education is based on the application of active learning methods. Active participation is expected and the norm. Attendance and active participation make up 80% of the grade. A student who, for good reasons, documented, was not subject to current control has the right to undergo current control within a two-week period after returning to studies.

A student who was absent from classes without valid reasons, did not participate in current control activities, did not liquidate academic debt, is not allowed to take the final semester control of knowledge in this discipline, and on the day of the exam in the examination information by a scientific and pedagogical employee the grade "not admitted" is issued. Retaking the exam in the discipline is

prescribed on the condition that all types of educational, independent (individual) work provided for in the work curriculum of the discipline are performed, and is carried out in accordance with the liquidation schedule approved by the directorate.

The academic integrity of any institution of higher education requires integrity in teaching and research, so academic integrity is required of all MEU students. Academic dishonesty is prohibited in all programs at our university. All participants in the educational process are guided by the principles of academic integrity.

24 Completing the task late, correcting grades, working out

Assignment reports must be uploaded to Moodle by the due dates specified in the course schedule. Best practice would be to complete assignments as soon as possible after receipt to allow enough time to actively participate in class. If more time is needed to complete the task, flexible deadlines are available. Completed assignments are accepted for full credit until the last class in the discipline on the schedule, after which 40% partial credit based on the grade received will be awarded within a week of the last day of class. Assignments that were not submitted at all will receive 0.

If classes are missed for more than one week due to illness or other reasons, it is necessary to contact the teacher to agree on alternative options for completing tasks. Deadlines work both ways, and meeting them ensures that your instructor provides timely feedback on your assignments to ensure you stay on course.

25 Teacher's response time (about checking assignments)

Via corporate mail (within 24 hours), via messengers (within 1-2 hours).

26 Effective communication

Effective communication is essential to success in this course, we recommend using the following channels:

Forum of questions and answers: for general course questions, you need to check the FAQ section in Moodle and then post your question in the Q&A forum to ask your colleagues or the instructor (guaranteed to receive a notification by e-mail every time a new publication or an answer to a question appears);

E-mail: have a personal question related to studying the course, write to the teacher directly;

Social networks, messengers: personal communication with classmates, teacher;

Face-to-face meeting: communication with classmates during classes and with the teacher on consultation days.

27 Policy of publication and distribution of course materials

Students may not post, publish, sell, or otherwise publicly distribute course materials without written Permission the teacher. Such materials include: lecture notes, slides (presentations) of lectures, video or audio recordings, tasks, problem sets, tests, other students' works and answers, etc. Students who sell, post, publish, or distribute course materials without written permission or otherwise may be subject to disciplinary action, up to and including withdrawal.

The use of generative AI is permitted subject to adherence to the principles of academic integrity.

28 Expected workload and involvement of students

Approximately 2-3 hours per week should be allocated to work in this course. If circumstances arise that force you to spend more time on one of the tasks, you must inform the teacher by e-mail (messenger).
An extension of the submission deadline is possible only under the condition that the teacher is informed in advance that it is impossible to submit the assignment by the specified time. Students are expected to have a backup plan in case of computer malfunctions or Internet outages.

29 Support services

Electronic schedule: https://rozklad.ieu.edu.ua
Online library: https://onlinelibrary.ieu.edu.ua
Repository: https://sed.ieu.edu.ua/index.php/sed/index
Educational Ombudsman: https://ieu.edu.ua/pro-mieu/ombudsmen

30 Course schedule

Topic name	Content of practical class
Topic 1.1. INTRODUCTION TO THE DISCIPLINE. The role of individuals and groups in software development. Historical characteristics of the development of the program development organization Topic 1.2. CONCEPT OF GROUP. Concept of group and group dynamics. Quantitative composition and group boundary Topic 1.3. TYPES OF GROUPS. Characteristics of software groups.	1. Control on lectures 2. Practical work #1 . Myers-Briggs typology 3. Questions submitted for independent study - Characteristics of groups. 4. Tests
Topic 2.1. MECHANISMS OF GROUP DYNAMICS. Interdisciplinary of group dynamics. Mechanisms of group dynamics. Topic 2.2 . PERSON AND GROUP. Involvement of a person in a group. Collectivism and individualism. Principles of group thinking. Group process dynamics. The human factor in software development.	1. Control on lectures 2. Practical work # 2 . Roles in the project team; 3. Questions submitted for independent study - Behavior of the individual in the group. 4. Tests
Topic 3.1. UNITY AND TEAM FORMATION. Group unity and attraction. Group as a team. Command types, functions and examples. The main stages of team development. Topic 3.2. CONCEPT OF TEAM DEVELOPMENT. Team roles. Criteria for choosing a company (group).	1. Control on lectures 2. Practical work # 3 . The method of intellectual (brain) storming 3. Questions submitted for independent study - Formation and development of the project team. 4. Tests
Topic 3.3. ROLES IN THE TEAM. Role definition factors. Concepts of team roles. Approaches to the distribution of roles between project team members. Comparative analysis of the distribution of roles in the team. Types of team culture. Topic 3.4. LEADERSHIP AND CONFLICT. Types of leaders. Characteristics of leadership. Types of conflicts. Sources of conflicts. Negative consequences of conflict	1. Control on lectures 2. Practical work # 4 - Method 6-3-5 3. Questions submitted for independent study - Formation and development of the project team. 4. Tests

Topic 4.1. COMMUNICATIVE PROCESS. Forms and types of communications. The concept of communication. Communicative process. Forms of communication. Types of communication. Communication models. Stages of information exchange. Manager-subordinate communication. Topic 4.2. COMMUNICATIONS MANAGEMENT. Communication barriers. Management function. Technologies and methods of information distribution among group members. Communications management and information technologies.	1. Control on lectures 2. Practical work # 5- Virtual internship 3. Questions submitted for independent study - Group discussions. 4. Tests
Topic 4.3. GROUP DYNAMICS AND COMMUNICATIONS IN THE PROFESSIONAL PRACTICE OF SOFTWARE ENGINEERING. Soft skills in the work of a software engineer. International reference documents on software engineering	1. Control on lectures 2. Practical work # 6 - Virtual internship 3. Questions submitted for independent study - Communication within the organization. 4. Tests
Topic 5.1. CLASSIFICATION AND RULES OF FORMING A BUSINESS LETTER. Techniques and technologies of business communication and documentation. Classification of written materials. The structure of a business letter, the rules of execution. Stylistic properties of business letters. Topic 5.2. ORGANIZATION AND CONDUCT OF MEETINGS. The technology of preparing meetings and gatherings. Classification of business meetings and methods of their rational conduct. Stages of holding a business meeting. Methods of rational preparation of the meeting. Principles of operational meetings. Characteristic types of meeting participants. Methods of effective holding of meetings	1. Control on lectures 2. Practical work # 7 - Virtual internship 3. Questions submitted for independent study - HR aspects in software engineering. 4. Tests
Topic 5.3. PUBLIC SPEECH. Public speaking as an important means of communication and persuasion. Argumentation and persuasion. How to get better at public speaking.	1. Control on lectures 2. Practical work # 8 - Virtual internship 3. Questions submitted for independent study - Documentary support of the manager's work. 4. Tests
Topic 5.4. PREPARATION OF REPORTS AND PRESENTATIONS. Purpose of presentations. Creating presentations using Power programs Point , Canva . Design, semantics and visibility of presentations. Settings for demonstration of presentations, storage, insertion of video, sound	1. Control on lectures 2. Practical work # 9 - Virtual internship 3. Questions submitted for independent study - Preparation for a public speech. Preparation of the presentation of the software product 4. Tests

31 Tips for successful study

The goal is unique to everyone, but its correct setting greatly affects the result, as well as the learning process. For example,

- processing the materials of the theoretical component (lectures) of the discipline will provide insight and knowledge about the
- development process and the architecture of the OS itself, and the implementation of the practical component - the acquisition
- of practical skills in the use of methods and tools for creating system software. After all, any training that follows a clear plan and
- with a serious attitude to the material will always be successful.

So, if you want to successfully master this subject, you must be:

- persistent, attentive and inquisitive;
- creative and cheerful, open to communication and discussions
- ready to receive information and knowledge on the subject not only during lectures, but also during extracurricular hours

See you soon!