

Syllabus

for course at first level

The Professional Conversation I
Det professionella samtalet I

**7.5 Higher Education
Credits**
7.5 ECTS credits

Course code: UC108F
Valid from: Autumn 2021
Date of approval: 2008-06-23
Changed: 2021-05-18
Department: Department of Education

Main field: Education
Specialisation: G1N - First cycle, has only upper-secondary level entry requirements

Decision

Syllabus approved by: The Department Board at the Department of Education with the current delegation to the head of department. Technical revision of the Student Department 2019-05-02. Last revised by: Head of department after preparation of the syllabus group at the Department of Education 2021-05-18.

Prerequisites and special admittance requirements

Basic eligibility.

Course structure

Examination code	Name	Higher Education Credits
SY03	The Professional Conversation I	7.5

Course content

The course deals with the basics of interaction and communication in professional conversations within institutional contexts. Central concepts and perspectives on meaning-making in interpersonal communication and interaction are illuminated. Professional approaches/attitudes and strategies in institutional conversations will be introduced. Furthermore, basic conversation skills as well as methods for analyzing conversations are introduced. Course participants are also given the opportunity to practice professional conversations as well as receive and give feedback.

Learning outcomes

To pass the course, the students should be able to:

- explain the basic theories and concepts regarding interaction and communication in institutional contexts,
- analyze and critically examine one's own professional conversation using basic methods for professional conversations,
- discuss professional approaches in relation to the conditions that arise in institutional conversations and relate theoretical concepts of communication to them.

Education

The teaching consists of lectures, seminars, group work, conducting conversations and reflecting upon them. The seminars and practicing of conversations in groups are compulsory.

In case of absence from obligatory activities, the student will be required to supplement with written and oral assignments. For detailed information see study guide for the course.

Forms of examination

The course is examined through an individual written assignment, actively practicing professional conversations, and actively participating in group seminars. Practicing professional conversation, and actively participating in group seminars, are assessed with the grades, pass, or fail.

The individual written examination is assessed according to a seven level, criteria referenced scale. The grade for the whole course is based on the individual written examination, provided that the participant has successfully completed all the other assignments.

Student achievement is graded according to a seven grade, criteria referenced scale:

Passing grades (in descending order)

A = Excellent

B = Very Good

C = Good

D = Satisfactory

E = Sufficient

Failing Grades

Fx = Fail, some more work needs to be done

F = Fail, major work needs to be done

For detailed information about grading criteria, see the study guide for the course.

For a passing grade on the course, a minimum grade of E is required on the individual written examination as well as the other required assignments.

A student who has already received an E for the course, may not re-do assignments to achieve a higher grade.

At least two examinations must be offered for each course occasion.

F and Fx are failing grades. An F grade requires submitting a new examination task, for an Fx grade revisions need to be made within two weeks of receiving the revisions from the examiner, otherwise the student must conduct a new examination task.

Examination tasks which are not submitted by the deadline stated in the course outline will not be considered for assessment.

A student who has received a failing grade after submitting two new examination tasks for a course, has the right to be assessed by a new examiner, unless there are reasons of the contrary. Such requests should be made to the department board/ head of department.

Interim

When a course is no longer on offer, or when the course content is significantly changed students may, once a term, for a period of three terms, do their course exam following this syllabus.

Misc

The course is given in English.

The course is also offered in Swedish.

Required reading

Course literature will be made available two months before the course begins, on the Department's website (www.edu.su.se).