

Note:

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The legally binding versions are found in the University of Innsbruck Bulletins (in German).

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Curriculum
for the Continuing Education Programme
Communication and Psychological Conversation
at the University of Innsbruck

§ 1 Qualification profile

- (1) The graduates of the Continuing Education Programme in Communication and Psychological Conversation have a solid theoretical knowledge in the areas of communication – interaction – emotion, which is based on current empirical studies. In addition, they have acquired practical skills in conducting psychological conversations in different communicative situations.
- (2) In particular, they know the basic mechanisms and forms of interpersonal communication and interaction. They know about the functions and phenomenology of the various non-verbal modalities, such as gestures, facial expressions, gaze behaviour or territorial behaviour. This applies to everyday situations as well as to job-related contexts.
- (3) They know what role emotions play in shaping and regulating relationships and they are able to deal with difficult emotions such as anger, envy, guilt or fear.
- (4) They are able to perceive verbal and non-verbal signals (especially facial expressions) of the other person also with regard to cultural influences and gender differences and know their meaning. Moreover, they are able to pay attention to their own communicative and non-verbal behaviours and to reflect them in terms of transference and countertransference processes.
- (5) They are able to communicate adequately even in difficult communication situations and to perceive and express their own wishes and needs. They have a command of specific forms of conversation such as the conflict resolution dialogue, the job interview or giving feedback and are able to use them in different communication situations.

§ 2 Admission requirements

- (1) Precondition for being admitted to the continuing education programme is the completion of a study programme at an approved educational institution home or abroad covering a minimum of 180 ECTS-Credits.
- (2) In justified cases, people may be admitted who do not meet the prerequisites set out in paragraph 1, provided that these people have the relevant competences due to their professional activities, experience and achievements. This applies in particular to persons who have passed a secondary academic school or a secondary vocational school (AHS or BHS) and can present proof of several years of pertinent job experience, ideally including managerial work.

- (3) Applicants are selected with keeping the highest possible diversity in mind. Applicants with professional experience are preferred.
- (4) The number of participants is limited to a maximum of 20 persons. The pre-selection is made based on the written applications. Suitable candidates are invited to a personal selection interview. The programme director decides on the admission.

§ 3 Scope and duration

The continuing education programme covers 65 ECTS-Credits and is offered as a part-time programme with a duration three semesters. One ECTS-Credit corresponds to a workload of 25 hours.

§ 4 Types of courses

- (1) Lectures with integrated practical parts (VU) focus on the practical treatment of concrete scientific tasks that are discussed during the lecture parts of the course.
- (2) Seminars (SE) provide in-depth treatment of scientific topics through students' presentations and discussion thereof.

§ 5 Compulsory modules

1.	Compulsory Module: Fundamentals of Communication	h	ECTS-Credits
a.	VU Interaction and Communication	2	3
b.	VU Non-Verbal Communication	2	3
c.	VU Emotional Processes in Interpersonal Interactions	2	4
	Total	6	10
Learning Outcomes: Students know what role emotions play in shaping and regulating relationships in everyday life and in a professional context. They know the basic mechanisms and forms of interpersonal communication and interaction. Moreover, they have knowledge of the phenomenology and function of the various non-verbal modalities such as gestures, facial expressions, gaze behaviour or territorial behaviour in everyday situations and in a professional context.			

2.	Compulsory Module: Emotion and Interaction	h	ECTS-Credits
a.	SE Emotional Intelligence	2	2.5
b.	SE Regulation of Emotions in Different Situations	2	5
c.	SE Specific Emotions in Interpersonal Interactions and Relationships	2	5
	Total	6	12.5
Learning Outcomes: The students have dealt with specific difficult emotions, such as anger, envy, guilt or fear. They have critically dealt with the concept of "emotional intelligence" and are able to regulate their emotions adequately even in stressful situations and in different contexts.			

3.	Compulsory Modules: Conversation I	h	ECTS-Credits
a.	SE Active Listening	2	5
b.	SE Types of Conversation	2	5
c.	SE Reflection of one's own Communication Behaviour	2	5
	Total	6	15
Learning Outcomes: The students have basic knowledge of the various methods of psychological conversation and can listen actively. They are able to critically reflect on their own behaviour in conversation and communication.			

4.	Compulsory Module: Conversation II	h	ECTS-Credits
a.	SE Specific Conversation Techniques	2	5
b.	SE Communication in Crisis Situations	2	5
c.	SE Management of Conflicts	2	5
	Total	6	15
Learning Outcomes: The students master different specific conversation techniques (e.g. active listening, mirroring, circular questioning, clarifying) and their application in different contexts. They are able to practise forms of conversation in special situations in everyday (professional life) such as conflict resolution dialogue, job interviews or giving feedback. Moreover, they have the ability to adequately communicate in situations of crisis and to manage conflicts.			

5.	Compulsory Module: Final Thesis	h	ECTS-Credits
	SE Seminar with Final Thesis	2	2.5 + 10
	Total	2	12.5
Learning Outcomes: Based on what they have learned, students are able to analyse communication and conversation behaviour of themselves and others in different situations (e.g. conflict situations). Moreover, they are able to present these analyses in an understandable and structured form in writing and to discuss them.			

§ 6 Final Thesis

- (1) Within the scope of the compulsory module Final Thesis, a final paper corresponding to 10 ECTS-Credits must be written.
- (2) The Final Thesis serves as proof of the ability to work on the selected topics in an independent manner and appropriately with regards to content and methodology.
- (3) The Final Thesis is supervised by persons with a doctor of PhD title in psychology.
- (4) The topic for the thesis is to be taken from the compulsory modules 1 to 4 listed under §5. Students are entitled to suggest a topic or to select a topic from a number of suggestions.
- (5) The written announcement of the topic requires the positive evaluation of the selected compulsory module.
- (6) Students have to propose a supervisor as well as the topic for the Final Thesis in writing to the director of the continuing education programme. The proposal is deemed to have been accepted

- if the programme director expressly approves it or does not reject it within one month.
- (7) The Final Thesis must be handed in in print and electronic form.
 - (8) If the supervisor agrees to it, students can write their Final Thesis in English.

§ 7 Examination regulations

- (1) A module is completed by the positive evaluation of its courses.
- (2) The evaluation is based on written and/or oral contributions and/or practical achievements of the students. The evaluation criteria are to be announced by the course instructor before the start of the course.
- (3) The Final Thesis is evaluated by the supervisor.

§ 8 Degree for graduates of the continuing education programme

After positive evaluation of all required examinations and the positive evaluation of the Final Thesis, the graduates of the continuing education programme are awarded the title “Academic Expert for Communication and Conversation”.

§ 9 Coming into force

This curriculum comes into force one month after having been announced.

For the Curriculum Committee:
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For the Senate:
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