



UNIVERSITATEA „ALEXANDRU IOAN CUZA” din IAȘI

## FACULTATEA de ECONOMIE ȘI ADMINISTRAREA AFACERILOR

### TUTORIAL COURSE FORM

#### 2025-2026 ACADEMIC YEAR

<b>Name of the tutorial course (incoming Erasmus/exchange students)</b>	<b>Effective Communication in the Workplace</b>
<b>Name of the professor</b>	Oana URSU
<b>Email of the professor</b>	ursu.oana@uaic.ro
<b>Office of the professor</b>	B320
<b>Consultation days/hours</b>	Tuesday, 14-16
<b>Semester(s) in which the tutorial course is available</b>	1&2
<b>No. of ECTS credits</b>	5
<b>Level of study (bachelor/master/PhD)</b>	bachelor/master/PhD
<b>Short description/Contents</b>	<ul style="list-style-type: none"><li>I. Establishing work relationships</li><li>II. Personal branding – Establishing a professional “Self”</li><li>III. Effective direct communication</li><li>IV. Effective communication through email</li><li>V. Strengthening your network</li><li>VI. Revision</li></ul>
<b>Assessment/Evaluation</b>	<ul style="list-style-type: none"><li>1. Portfolio</li><li>2. Written assessment</li></ul>
<b>Bibliography</b>	<p>Appleby, Rachel and Heidi Grant. (2016). <i>Business Result – Advanced Student’s Book</i>. Oxford University Press.</p> <p>Ashley, A. (2010). <i>Oxford Handbook of Commercial Correspondence</i>. Oxford University Press. Chapters 1-3, pp. 7-38.</p> <p>Emerson, Paul. (2013). <i>Business Vocabulary Builder</i>. Macmillan Publishers Limited.</p> <p>Mackenzie, Ian. (2009). <i>A course for Business Studies and Economics Students</i>. Cambridge University Press.</p> <p>Mascull, Bill and Jeremy Comfort. (2007). <i>Best Practice. Intermediate</i>. Thomson Heinle.</p> <p>Mascull, Bill. (2015). <i>Business Vocabulary in Use. Advanced</i>. Cambridge University Press.</p>



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	Mascull, Bill. (2010). <i>Business Vocabulary in Use. Intermediate</i> . Cambridge University Press. Sharma, Pete. (2010). <i>In Company – Upper Intermediate</i> . Macmillan Publishers Limited.
Observations	