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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **Protokol ve Sosyal Davranış Kuralları** | |  | 1 | 3+0 | 3 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Zorunlu | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Bu ders öğrenciye Kurumu temsil etme ve diğer çalışanlara örnek olabilme adına resmi ortamlarda protokol bilgisini kazandırmak, bu bilgileri uygun yer ve zamanda iletişim içinde bulunduğu kişi ve kurumlarla çalışırken davranış olarak sergileme ve uygulama becerisini kazandıracaktır. | | | | | | | Dersin Öğrenme Çıktıları | Bu Dersin Sonunda Öğrenci;   1. Protokolün tanımı ve tarihsel gelişimini inceler. 2. Sosyal davranış protokolünü uygular. 3. Kurum ve kuruluşlarda protokolü uygular. 4. Kurumsal etkinliklerde protokolü uygular. 5. Kişisel imajını yönetir. | | | | | | | Dersin İçeriği | Protokol kurallarının temelleri, bireylerarası ilişkiler, sosyal davranış kuralları, selamlaşma, tanışma, tokalaşma, dış görünüm, hitap, telefon, kişisel bakım kıyafet ve aksesuar, kurum ve kuruluşlarda protokol, makam odası, makamda davranışlar, göreve başlama, davetler, resmi yazışmalarda protokol, kartlar, mektuplar, sözlü iletişim, etkili konuşma, ast-üst ilişkileri, toplantılar, kurumsal törenler. | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | Protokol Kurallarının Temelleri, Tanımı ve Tarihsel Gelişimi | | | | | | | 2 | Bireylerarası İlişkiler, Bireylerarası İlişkilerde Protokol | | | | | | | 3 | Sosyal Davranış Kuralları | | | | | | | 4 | İş Hayatında Sosyal Davranış Kuralları | | | | | | | 5 | Selamlaşma, Tanışma, Tokalaşma, Dış Görünüm, Hitap, Telefon | | | | | | | 6 | Selamlaşma, Tanışma, Tokalaşma, Dış Görünüm, Hitap, Telefon | | | | | | | 7 | Kişisel Bakım Kıyafet ve Aksesuar | | | | | | | 8 | Kurum ve Kuruluşlarda Protokol | | | | | | | 9 | Kurum ve Kuruluşlarda Protokol | | | | | | | 10 | Makam Odası, Makamda Davranışlar, Göreve Başlama, Davetler | | | | | | | 11 | Makam Odası, Makamda Davranışlar, Göreve Başlama, Davetler | | | | | | | 12 | Resmi Yazışmalarda Protokol, Kartlar, Mektuplar, Sözlü İletişim | | | | | | | 13 | Etkili Konuşma, Ast-Üst İlişkileri, Toplantılar | | | | | | | 14 | Kurumsal Törenler, Bayrak, Açılış, Kutlama, Temel Atma | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** | | Çınar. Hülya (Editör) (2008) Protokol Bilgisi, İstanbul: Lisans Yayıncılık.  Aytürk, N.(2004). Protokol Yönetimi, Ankara: TODAİE Yayınları.  Mısırlı, İ. (2004). Protokol Bilgisi, Ankara: Detay Yayıncılık. | | **Değerlendirme Sistemi** | | Dönem başında ders izlencelerinde belirtilir. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PROGRAM ÖĞRENME ÇIKTILARI İLE**  **DERS ÖĞRENİM ÇIKTILARI İLİŞKİSİ TABLOSU** | | | | | | | | | | | | | | | | | |  | **PÇ1** | | **PÇ2** | **PÇ3** | | **PÇ4** | **PÇ5** | | **PÇ6** | **PÇ7** | | **PÇ8** | **PÇ9** | | **PÇ10** | **PÇ11** | | **ÖÇ1** | 4 | | - | 4 | | 3 | 5 | | 5 | - | | 5 | 4 | | - | - | | **ÖÇ2** | 4 | | - | 4 | | 3 | 5 | | 5 | - | | 5 | 4 | | - | - | | **ÖÇ3** | 4 | | - | 4 | | 3 | 5 | | 5 | - | | 5 | 4 | | - | - | | **ÖÇ4** | 4 | | - | 4 | | 3 | 5 | | 5 | - | | 5 | 4 | | - | - | | **ÖÇ5** | 4 | | - | 4 | | 3 | 5 | | 5 | - | | 5 | 4 | | - | - | | **ÖÇ: Öğrenme Çıktıları PÇ: Program Çıktıları** | | | | | | | | | | | | | | | | | | **Katkı**  **Düzeyi** | | **1 Çok Düşük** | | | **2 Düşük** | | | **3 Orta** | | | **4 Yüksek** | | | **5 Çok Yüksek** | | |   Program Çıktıları ve İlgili Dersin İlişkisi   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Ders** | **PÇ1** | **PÇ2** | **PÇ3** | **PÇ4** | **PÇ5** | **PÇ6** | **PÇ7** | **PÇ8** | **PÇ9** | **PÇ10** | **PÇ11** | | **Protokol ve Sosyal Davranış Kuralları** | 4 | - | 4 | 3 | 5 | 5 | - | 5 | 4 | - | - | |