

**SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY  
SAULT STE MARIE, ON**



**COURSE OUTLINE**

**Course Title: INTERPERSONAL SKILLS**

**Code No.: ASM110                      Semester: 2**

**Program: Automotive Service Management Technician**

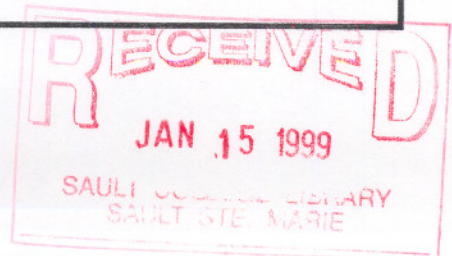
**Author: D. O'Connor**

**Date: December 1998                      Previous Outline Date: N/A**

**Approved: K. DeRosario                      Dec. 23/98  
Dean    Date**

**Total Credits: 3                                      Prerequisite(s):**  
**Length of Course: 16 Weeks      Total Credit Hours:**

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For additional information, please contact Kitty DeRosario, Dean, School of Trades  
& Technology, (705) 759-2554, Ext. 642.



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COURSE NAME

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COURSE NUMBER

**I. COURSE DESCRIPTION:**

In this course students will learn a variety of skills that will increase the effectiveness of their interpersonal communications. Topics will include perception, listening skills, non-verbal communication and conflict management.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**  
(Generic Skills Learning Outcomes placement on the course outline will be determined and communicated at a later date.)

Upon successful completion of this course the student will:

- 1) Demonstrate familiarity with various processes of communication.

Potential Elements of the Performance:

- describe the type of needs that communications can satisfy
- differentiate between interpersonal and impersonal communications
- discuss the principles and misconceptions of communications
- outline the characteristics of effective communicators

- 2) Demonstrate how perception affects communication.

Potential Elements of the Performance:

- define and explain the perception process
- identify the variables that influence the perceptive process
- discuss the factors that affect perceptual accuracy/inaccuracy
- complete personal temperament evaluation tool & discuss how personality affects perception

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COURSE NAME

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COURSE NUMBER**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE  
(Continued)**

- 3) Demonstrate effective listening skills by re-routing the common barriers to effective listening.

Potential Elements of the Performance:

- outline & discuss the types of non-listening and reasons for non-listening
- identify personal ineffective and effective listening behaviour, practice paraphrasing, content, feeling and meaning messages

- 4) Demonstrate the ability to improve communication climates.

Potential Elements of the Performance:

- outline and discuss how positive and negative communication climates are created
- outline & discuss defense mechanisms

- 5) Demonstrate the art of conflict resolution

Potential Elements of the Performance:

- describe processes to resolve interpersonal conflict
- describe the five personal styles of conflict
- describe the characteristics of conflict resolution
- identify their own personal conflict styles and personal assertive statements

**III. TOPICS:**

- 1) Course Overview
- 2) The process of Communication
- 3) Perception
- 4) Language
- 5) Non-verbal communication
- 6) The Importance of Listening
- 7) Communication Climate
- 8) Conflict Resolution

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COURSE NAME

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COURSE NUMBER**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Looking Out/Looking In, Ronald Adler, Neil Towne & Mary Wiemann – 9<sup>th</sup> Edition

**V. EVALUATION PROCESS/GRADING SYSTEM**

- a) 5 Tests @ 15% - 75%
- b) Exercises as assigned – 15%
- c) Attendance & Involvement – 10%

**VI. SPECIAL NOTES:**

- Special Needs  
If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the instructor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.
- Retention of Course Outlines  
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.
- Disclaimer for Meeting the Needs of the Learners
- Substitute Course Information is available at the Registrar's Office.
- Any Other Special Notes appropriate to your course.

**VII. PRIOR LEARNING ASSESSMENT**

Students who wish to apply for advanced credit in the course should consult the instructor. Credit for prior learning will be given upon successful completion of the following: