



## I. COURSE DESCRIPTION:

This course will introduce students to principles and practices of effective human relations. Students will have opportunities to integrate theory and skill development as they begin to recognize the process of human interaction. Students will experience personal growth as well as social skill development. This course provides foundation skills for students preparing for further study of counseling skills, or further skill development in human or health sciences, teaching, and generally in social relationships.

## II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. ***Compare and evaluate methods of effective and ineffective methods of interpersonal communication.***

***(Reflection of CSAC. Vocational #6 and CSAC. Generic #1, GenED #5)***  
Potential Elements of the Performance:

- Explain why it is useful to study interpersonal communication.
- Describe the key components of the communication process.
- Discuss five principles of interpersonal communication.
- Describe four interpersonal communication myths.
- Identify strategies that can improve your communication effectiveness

2. ***Describe the role of “self-concept” within Interpersonal Communication (Reflection of CSAC. Vocational #6 and CSAC. Generic #1 and “GenEd #4)***

Potential Elements of the Performance:

- Define, compare, and contrast the meanings of “self-concept” and “self-esteem”.
- Identify factors that shape the development of self-concept.
- List and describe strategies for improving your self esteem.

3. ***Assess how perception and interpersonal perception influence attitudes and behavior (Reflection of CSAC Generic #2 and #5)***

Potential Elements of the Performance:

- Define “perception” and “interpersonal perception”.
- Identify and explain the three stages of interpersonal perception.
- Describe the relationship between interpersonal perception and interpersonal communication.
- Explain how we form impressions of others, describe others, and interpret others’ behaviour.
- Identify the eight factors that distort the accuracy of interpersonal perceptions.

4. ***Distinguish common barriers to effective listening and identify strategies to improve listening and communication. (Reflection of CSAC Generic #6 #11 and CSAC Gen. Ed. #4)***  
Potential Elements of the Performance:
- Describe five elements of the listening process.
  - Identify characteristics of four listening styles.
  - Understand why we listen and list several important barriers to effective listening.
  - Identify ways to improve your other-orientation and listening skills.
  - Identify responding skills and understand strategies for improving them
5. ***Identify how verbal communication impact upon interpersonal communication. (Reflection of CSAC Vocational #4,#6Generic #1,#5)***  
Potential Elements of the Performance
- Describe the relationship between words and meaning.
  - Understand how words influence us and our culture.
  - Identify word barriers and know how to manage them.
  - Discuss how the words we use affect our relationships with others.
  - Understand supportive approaches to relating to others.
6. ***Describe functions and strategies of non verbal communication (Reflection of CSAC Vocational #4,#6Generic #1,#5)***  
Potential Elements of the Performance
- Explain why non-verbal communication is an important and challenging area of study.
  - Describe the functions of non-verbal communication in interpersonal relationships.
  - Summarize research findings that describe codes of non-verbal communication behaviour.
  - Describe three bases for interpreting non-verbal behaviour.
  - Formulate a strategy for improving ability to interpret non-verbal messages accurately
7. ***Evaluate relational dynamics and determine methods of decreasing interpersonal conflict. . (Reflection of CSAC Vocational # 4,#6, Generic #5 and General Ed. #4)***  
Potential Elements of the Performance
- Compare and contrast three types of interpersonal conflict.
  - List and describe five stages of conflict.
  - Describe five conflict management styles.
  - Identify and describe six win-lose and six win-win negotiation strategies.
  - Identify and use conflict management skills to help manage emotions, information, goals, and problems when attempting to resolve interpersonal differences.

8. ***Examine how cultural differences affect interpersonal relationships.***  
(Reflection of CSAC Vocational#4,#9 GenEd #3,#5)  
Potential Elements of the Performance
- Define “culture”.
  - Identify four values that differentiate culture.
  - Discuss barriers that inhibit effective intercultural communication.
  - Identify strategies to improve intercultural competence
9. ***Analyze the nature of interpersonal relationships and the principles of how relationships work***(Reflection of CSAC Generic ##1,#5,#11 GenEd#5)  
Potential Elements of the Performance
- Explain how relationships are systems and processes.
  - Describe three dimensions of interpersonal relationships.
  - Describe the types of power and how to negotiate power in a relationship.
  - Describe two theories that explain how relationships develop
10. ***Outline how interpersonal relationships progress*** (Reflection of CSAC Vocational#4,#9 GenEd #3,#5)  
Potential Elements of the Performance
- Explain the model of the stages of relational development.
  - Identify and describe effective interpersonal communication skills and strategies for escalating and maintaining relationships.
  - Identify some of the causes for relational de-escalation and termination.
  - Describe a model of how relationships end.
11. ***Outline the Components of an effective team and how to establish good working relationships.*** (Reflection of CSAC Vocation #6, Generic # 1, #5 and Gen. Ed. #4)  
Potential Elements of the Performance
- Identify practical strategies for maintaining open communication with co-workers
  - Describe the elements of successful teams
  - Gain greater self-awareness, intellectual growth, well-being, and understanding of others.
  - Suggest methods of team problem-solving

**III. TOPICS:**

1. Introduction to Interpersonal Communication
2. Interpersonal Communication and the Self
3. Perception
4. Listening and Responding
5. Verbal Communication Skills
6. Non Verbal Communication Skills
7. Conflict Management Skills
8. Cultural Diversity
9. Understanding Interpersonal Relationships
10. Developing, Maintaining, Ending Interpersonal Relationships
11. Team Building Skills

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:****TEXT**

Beebe, Steven A, Beebe, Susan J, Redmond, Mark V, Geernick, Terri M. (2007) **Interpersonal Communication: Relating to Others** 4<sup>th</sup> Canadian Edition Toronto: Pearson Education Canada  
ISBN 0-205-45992-7

**RESOURCES**

Access to WEBCT Course Content

**V. EVALUATION PROCESS/GRADING SYSTEM:****In-Class assignments / activities****30%**

During each class, students will be required to complete various assignments during the class period. Therefore, students must be present and participate in each activity in order to receive credit for the assignments. Details of each assignment will be discussed in class.

**Assignments****30%**

Details of each assignment and due date will be given to students in class and posted on LMS

**Tests****40%**

Details of each test and test date will be given to students in class and posted on LMS

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

## VI. SPECIAL NOTES:

### Important Notes to Students:

#### Class Activities:

1. Attendance plays an important role in successful learning and skill development, so students are expected to attend. Failure to attend may have an impact on your In-class activity participation mark.
2. Students are responsible for work assigned during absences.
3. Students should be aware that the expectations for their conduct in class are outlined in the "Student Code of Conduct" in the Sault College Handbook.

**Assignments:**

1. All assignments must be submitted on the **due date at the beginning of the class period** unless otherwise specified by the professor.
2. All assignments must be **typed and stapled** or they will be returned to the student unmarked.
3. To protect students, assignments must be delivered by the student/author to the professor.
4. Late submissions **will be deducted 5% per day** starting at the end of the class in which the assignment was due. Assignments will **not be accepted by the instructor after 1 week from the due date** or when 20% deduction has been reached. The student will receive an automatic “0” for the assignment. Students are encouraged to communicate with their instructor if extenuating circumstances exist and student’s require an extension. Extensions are up to the discretion of the instructor.
5. Students must adhere to dates set for oral presentations unless the professor has approved prior arrangements. Students who do not present on their presentation date will forfeit the mark for that assignment.
6. Students have the responsibility to be aware of assignment due dates. If they miss in-class assignments that are due at the end of the class period for evaluation, they forfeit the mark.

Students are responsible for retaining a file of all drafts and returned assignments. We suggest students keep their computer file of assignments until the end of semester. In the event of a grade dispute, students must produce the graded assignment, so it can be recorded

**Tests/Quizzes:**

Tests/Quizzes must be completed on the date scheduled.

**If unable to attend due to illness** or extenuating circumstances, **contact the professor at least one hour prior** to the start of the test. **If advance notice is not given to the professor, the student will receive a mark of “0”.** It is the student’s responsibility to make an alternative date with the professor that must be scheduled before the next class. Students will be permitted into the class to write the test until students have finished the test and left the room. At that point, students will not be able to complete the test and will receive a mark of “0”.

**Learning Environment**

In the interest of providing an optimal learning environment, students are to follow these two expectations;

Late students are expected to quietly enter the classroom and sit in the nearest seat available. Have your notes and writing material ready before you enter class. If assignments and activities have begun, please wait until they are completed. Wait until after class to speak to classmates about missed material. **Make sure you have made arrangements with someone in the class to pick up handouts and take notes for you**

*Students are to keep private conversations and other distracting behaviour out of the classroom. Should this behavior be apparent during the class, the instructor will ask the student to leave.*

***THIS INCLUDES ENGAGING IN ONLINE CHATS / DISCUSSIONS***

### Missed Classes

If a student misses a class, it is their responsibility to ask a classmate to take notes and pick up assignments and handouts.

### Guest Presenters

Having guest speakers is a privilege. Showing respect for them, includes keeping private conversations out of the classroom, using the bathroom before the presentation, and bringing any items to class before the presentation (Kleenex, drinks). Leaving the room should be for emergency reasons only.

### Food and Drink

Students may eat and drink in class, however eating large “meals” during class will be discouraged and students will be asked to consume their meal elsewhere and may return to class when they are finished. Students are responsible for cleaning up. If the classroom is littered with garbage, the instructor may revoke this privilege.

*Your instructor reserves the right to modify the course, as he/she deems necessary to meet the needs of students.*

*Dates for projects or tests may be revised depending upon course content/flow*

### Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 703 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 postsecondary institutions.

### Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.