

I. COURSE DESCRIPTION:

This course will introduce students to principles and practices of effective interpersonal communication and relating to others. Students will explore the theories of function and best practices related to the process of human interaction. Content of this course will support the student's understanding of themselves and their relationships.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Explain the process of communication. as well as, describe the significance of effective interpersonal communication as it relates to the development of "self-concept" and interpersonal perception skills

Potential Elements of the Performance:

- Describe the key components of the communication process. .
- Identify strategies that can improve communication effectiveness
- Distinguish between the meanings of "self-concept" and "self-esteem".
- Identify factors that shape the development of self-concept
- Describe the relationship between interpersonal perception and interpersonal communication

2. Identify and demonstrate basic strategies for the following skills: listening and responding, verbal communication, non-verbal communication and conflict management skills

Potential Elements of the Performance

- Understand why listening is important and list barriers to effective listening.
- Identify responding skills and understand strategies for improving them
- Discuss how verbal communication impacts interpersonal relationships.
- Describe the functions of non-verbal communication in interpersonal relationships
- Identify conflict management skills applied to effectively resolve interpersonal differences

3. Discuss relational dynamics and methods of decreasing interpersonal conflict.

Potential Elements of the Performance

- Describe three types of interpersonal conflict.
- List and explain five stages of conflict.
- Describe five conflict management styles.
- Identify six win-lose and six win-win negotiation strategies.

4. Discover how social relationships are maintained with respect to cultural contexts.

Potential Elements of the Performance

- Discuss barriers that inhibit effective intercultural communication.
- Identify strategies to improve intercultural competence
- Describe the dimensions of relationships in terms of a system and process.
- Identify and describe effective interpersonal communication skills and strategies for escalating and maintaining relationships
- Identify practical strategies for maintaining open communication with co-workers

III. TOPICS:

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

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

- Beebe, Steven A, Beebe, Susan J, Redmond, Mark V, Geernick, Terri M. (2014) Interpersonal Communication: Relating to Others 7th Canadian Edition Toronto: Pearson Education Canada
- Access to LMS Course Content

V. EVALUATION PROCESS/GRADING SYSTEM:

Tests	40%
Assignments	50%
In class Activities	10%

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:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.