



MASTER COURSE OUTLINE

Prepared By: Barbara Ann Bush, PhD

Date: March 2021

COURSE TITLE

Interpersonal Communications

GENERAL COURSE INFORMATION

Dept.: CMST&	Course Num: 210	(Formerly:)
CIP Code: 09.0100	Intent Code: 11	Program Code: 897
Total Contact Hrs Per Qtr.: 55		
Lecture Hrs: 55	Lab Hrs: 0	Other Hrs: 0
Distribution Designation: Humanities HU		Credits: 5

COURSE DESCRIPTION (as it will appear in the catalog)

This course is a study of effective interpersonal skill development with the goal of improving personal and work relationships. Emphasis is placed on the personal, situational, and cultural influences of interaction. Topics include human perception, interpersonal dynamics, listening, conflict management, communication as shared meaning through the use of verbal and nonverbal symbol systems. The course is intended for students who communicate in one-on-one situations, including social work, healthcare, public service and business majors. This course is intended for students who are interested in improving interpersonal skills in work, volunteer, and personal environments.

PREREQUISITES

None

TEXTBOOK GUIDELINES

Most recent edition of Adler, Rosenfeld, and Proctor II, *Interplay*, Oxford: Oxford University Press, most recent edition of Wrench, Punyanunt-Carter, and Thweatt, *Interpersonal Communication: A Mindful Approach to Relationships* on opencommed.org (an open source resource for Communication Studies), or another textbook or readings with departmental approval.

COURSE LEARNING OUTCOMES

Upon successful completion of the course, students should be able to demonstrate the following knowledge or skills:

1. Explain and demonstrate interpersonal communication as a skill which can be learned
2. Articulate the difference between self-concept and self-esteem, but also how they are related
3. Define the barriers to accurate perception
4. Explain some of the obstacles to effective listening
5. Define and explain strategies for active listening
6. Define nonverbal communication and identify its major functions
7. Describe the effect of culture, identity, and society on interpersonal interactions
8. Summarize the Transactional Communication Model
9. Explain the stages of an interpersonal relationship
10. Make conscious and effective choices in interpersonal language

11. Effectively respond to differences of opinion and other forms of conflict when engaged in interpersonal communication
12. Participate effectively in groups with emphasis on listening, critical and reflective thinking, and responding
13. Locate, evaluate, and synthesize in a responsible manner material from diverse sources and points of view
14. Evaluate personal communication patterns and identify strategies for strengthening and improving interpersonal communication skills

INSTITUTIONAL OUTCOMES

IO1 Students will be able to communicate clearly and effectively.

IO3 Students will be able to demonstrate teamwork, ethics, appropriate safety awareness and/or workplace specific skills

COURSE CONTENT OUTLINE

Suggested Topics Include:

1. Definitions of interpersonal communication and explanation of the Transactional Model
2. Self-concept and self-esteem
3. Relationship between self-concept and interpersonal communication
4. Strategies toward effective interpersonal perception
5. Nonverbal communication
6. Relationship dynamics and their effect on communication
7. The effect of culture and society on communication interactions
8. Appropriate communication choices for specific audiences
9. Self-monitoring through journaling or some other assignment
10. Personal attitudes, behaviors, concepts and beliefs regarding diverse communication partners
11. Identity and diversity in interpersonal communication
12. Active listening, and feedback skills
13. Research interpersonal communication
14. Communication of ideas and feelings
15. Effects of language choice and use upon interpersonal communication dynamics
16. Models of conflict resolution in interpersonal communication
17. Technology and interpersonal communication
18. Mindfulness
19. Self-assessment

DEPARTMENTAL GUIDELINES

PO4 should be assessed: Students will be able to recognize or articulate personal/interpersonal aspects of, or connections between, diverse cultural, social, or political contexts.

PO5 should be assessed: Students will be able to solve problems by gathering, interpreting, combining and/or applying information from multiple sources



DIVISION CHAIR APPROVAL

2/24/2021
DATE