

DEREE COLLEGE SYLLABUS FOR: HC 2306 Interpersonal Communication

(Previously CN/HC 2406 Interpersonal Communication)

US CR: 3/0/3

(Updated: Fall 2022)

PREREQUISITES:

WP 1010 Introduction to Academic Writing
 WP 1111 Integrated Academic Writing and Ethics
 WP 1212 Academic Writing and Research

CATALOG DESCRIPTION:

A practical approach to interpersonal communication focusing on organizational and social settings, emphasizing teamwork and conflict management; helping the students understand themselves as communicating and communicated constructs.

RATIONALE:

Effective interpersonal communication is key to professional success. Different organizational settings or transactional situations require flexibility, sense of self in context, efficient and effective interpretation of challenges that can be addressed with the use of communication. This course helps students acquire the necessary understanding of the 'self' as a communicated construct in professional and social settings, while also understanding the perspectives, perceptions and needs of others. It helps students develop skills necessary for conflict management, teamwork, and good relationships.

LEARNING OUTCOMES:

1. Demonstrate understanding of the self as a communicated and communicating construct
2. Demonstrate understanding of antecedents of conflict and ways of conflict resolution in professional settings
3. Apply techniques for effective teamwork
4. Identify principles and challenges of interpersonal communication in professional settings.

METHOD OF TEACHING AND LEARNING:

In congruence with the teaching and learning strategy of the college, the following tools are used:

- Interactive Learning (class discussions, case studies, role play, class exercises)
- Office Hours: Students are encouraged to make full use of the office hours of their instructor, where they can ask questions and go over lecture material.
- Use of a Blackboard LMS, where instructors post lecture notes, assignment instructions, timely announcements, as well as additional resources.

ASSESSMENT:

Participation in activities	10%
First assessment: A 1000-1200-word essay or project on communication conflict case studies.	30%
Second assessment: A group presentation on organizational challenges in interpersonal communication, including discussion of teamwork processes	30%
Final assessment: A 1000-1200-word essay on personal communicative styles based on weekly journal entries	30%

Participation in activities may cover items relevant to all the LOs.
 The first assessment examines LO 2.
 The second assessment examines LO 3 & 4.
 The final assessment examines LO 1.

The final grade for this module will be determined by averaging all summative (major) assessment grades, based on the predetermined

	weights for each assessment. If the average grade is 40 or above, students pass the module. Students do not resit assessments in non-validated modules.
INDICATIVE READING:	<p>REQUIRED READING: Adler, R & Proctor II, R. (Latest Edition) <i>Looking Out/Looking In: International Edition</i>. Cengage Learning.</p> <p>RECOMMENDED READING: West, R. & Turner, L.H. (Latest Edition) <i>Interpersonal Communication</i>. Sage.</p>
INDICATIVE MATERIAL: (e.g. audiovisual, digital material, etc.)	
COMMUNICATION REQUIREMENTS:	Blackboard and an active ACG email account. High standards of oral and written English
SOFTWARE REQUIREMENTS:	Microsoft Word, PowerPoint, other presentation software tools.
WWW RESOURCES:	<ul style="list-style-type: none"> • Self-assessment: <ul style="list-style-type: none"> ○ https://www.psychometrictest.org.uk/interpersonal-skills-test/ ○ https://www.mindtools.com/pages/article/newCS_99.htm ○ https://www.skillsyouneed.com/quiz/343479 ○ https://study.com/learn/interpersonal-communication-quizzes.html • Active listening: <ul style="list-style-type: none"> ○ https://virtualspeech.com/blog/active-listening-skills-examples-and-exercises ○ https://www.mindtools.com/CommSkill/ActiveListening.htm ○ TED Talk, Julian Treasure: 5 ways to listen better: https://youtu.be/cSohjIYQI2A • Conflict management: https://legalstudiesms.com/learning/conflict-resolution-resources/. • Johari window: <ul style="list-style-type: none"> ○ https://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=19238&section=2.3.1 ○ https://kevan.org/johari • On plagiarism: <ul style="list-style-type: none"> ○ https://style.mla.org/plagiarism-and-academic-dishonesty/ ○ https://writingcenter.gmu.edu/guides/plagiarism ○ https://researchguides.ben.edu/c.php?g=261751&p=1748701 ○ https://lumen.instructure.com/courses/218897/pages/linkedext54132?module_item_id=5006952 ○ https://courses.lumenlearning.com/paris-publicspeaking/chapter/chapter-7-citing-sources-and-avoiding-plagiarism/ ○ http://theaccidentalcommunicator.com/create/7653
INDICATIVE CONTENT:	<p>The scope of interpersonal communication</p> <p>Building the self-concept via communication. Understanding Self-presentation, Self-disclosure, Self-assessment & aspects for self-improvement</p> <p>Verbal and non-verbal communication</p>

- Encoding & decoding
- Understanding and misunderstanding
- Apprehending and conveying verbal & non-verbal messages
- Perceptions and emotions

Conflict management

- Definition
- Styles
- Managing conflict
- Toxicity, aggression, defensiveness

The importance of listening

- Elements
- Challenges
- Techniques

Working in teams

- Advantages & disadvantages
- The 4 stages
- Styles & challenges
- The self and the team
- Teamwork versus groupthink

Adapting the self: recognizing the differences between social & professional settings

Special topics around the individual in the organization

- Diversity & inclusion
- Gender
- Culture
- Ethics