



School of Community Services and Liberal Studies

Social Science Department

Course Outline – Winter 2014

Course Code: PSY 1023

Course Title: Interpersonal Communication

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Date: December 2013

Approved by: [W. Asher] Dean

Prerequisites: None

Corequisites: None

1. Course Description

This course is an introduction to various elements of interpersonal communication. An emphasis will be placed on increasing the individual learner's awareness of his/her own communication abilities. Theories about interpersonal communication will be heavily supplemented with activities designed to learn about and to improve communication skills.

2. General Education and Essential Employability Skills

This course provides the following provincial Essential Employability Skills:

- #1: Communication
- #3: Critical Thinking and Problem Solving
- #4: Information Management
- #5: Inter-Personal
- #6: Personal

Is this course approved as a General Education course?

☐ **No** ☒ **Yes**

Students should refer to their program's restricted General Education courses for final determination.

3. Learning Outcomes

Upon successful completion of the course, the learner will be able to:

1. Identify personal communication strengths and weaknesses and establish specific goals to improve communication skills.
2. Outline the development of self-concept and its impact on interpersonal communication.
3. Demonstrate an understanding of how the process of perception influences interpretations of people and situations.
4. Identify the factors that affect listening and giving and receiving feedback.
5. Identify the factors that affect verbal communication.
6. Outline different types of nonverbal cues and their significance to congruent communication.
7. Identify the differences between assertive, nonassertive and aggressive communication and demonstrate competence in conflict management in both interpersonal and work relationships.

4. Course Objectives

	Learning Outcome]
Unit 1 - The Importance of Interpersonal Communication	Reference Number
1.1 Identify each class member by name	[1]
1.2 Read and discuss the course outline and course objectives and explain the workings of the classroom	[1]
1.3 List reasons why interpersonal communication is an essential life skill.	[1]
1.4 Set goals regarding interpersonal communication	[1]
1.5 Identify characteristics associated with communication competence	[1]
Unit 2 - Introduction to Interpersonal Communication	
2.1 Define interpersonal communication	[1]
2.2 Outline the development of interpersonal communication models	[1]
2.3 Describe the key components of the communication process	[1]
2.4 Identify principles of interpersonal communication	[1]
2.5 Explain why it is useful to study interpersonal communication	[1]
2.6 Describe guidelines for interpersonal communication competence	[1]
Unit 3 - Self-Concept	
3.1 Define self-concept	[2]
3.2 Identify factors that shape the development of self-concept	[2]
3.3 Describe how self-concept effects relationships with others	[2]
3.4 Explain the significance of emotional intelligence to effective interpersonal communication	[2]
3.5 Describe strategies for improving self-concept and emotional expression	[2]
Unit 4 - Perception	
4.1 Define perception	[3]
4.2 Outline the process of human perception	[3]
4.3 Describe the relationship between interpersonal communication and interpersonal perception	[3]
4.4 Explain the interpersonal processes of impression formation, implicit personality theory, attribution theory, and constructs	[3]
4.5 Identify factors that influence the accuracy of an interpersonal perception	[3]
4.6 Describe guidelines for improving interpersonal perception	[3]
Unit 5 - Listening and Responding	
5.1 Explain the importance of listening in daily life	[4]
5.2 Describe elements of the listening process	[4]
5.3 Outline barriers to effective listening	[4]
5.4 Explain the influence of emotion in communication	[4]
5.5 Identify different types of listening	[4]
5.6 Describe strategies to create a supportive listening environment	[4]
5.7 Describe the guidelines for communicating emotions effectively	[4]
Unit 6 - Verbal Communication	
6.1 Outline the significance of verbal communication as symbol language	[5]
6.2 Explain how words influence us and our culture	[5]
6.3 Identify word barriers and know how to manage them	[5]
6.4 Employ supportive approaches to relating to others	[5]
6.5 Illustrate how to confirm other people's sense of themselves	[5]
Unit 7 - Nonverbal Communication	
7.1 Explain why nonverbal communication is an important and challenging	

- area of study [6]
- 7.2 Describe functions of nonverbal communication in interpersonal communication [6]
- 7.3 Outline types of nonverbal communication [6]
- 7.4 Describe three fundamental interpretations of nonverbal communication [6]
- 7.5 Explain how nonverbal communication reflects and expresses cultural values [6]
- 7.6 Apply strategies for sending and receiving nonverbal messages effectively [6]

Unit 8 - Conflict Management

- 8.1 Define conflict [7]
- 8.2 Outline different approaches to conflict [7]
- 8.3 Explain cultural differences regarding conflict [7]
- 8.4 Describe the differences between unproductive and constructive communication patterns [7]
- 8.5 Summarize the differences between defensive and supportive communication climates [7]
- 8.6 Identify and use conflict management skills in interpersonal and work relationships [7]

5. Resources and Supplies

a. Required

Textbook:

Wood, J. & Schweitzer, A. (2010). Everyday Encounters. (4th Canadian Edition).
Toronto: Nelson

b. Supplemental

Companion website: www.everydayencounters4e.nelson.com

6. Methodology

The course will consist of lectures, discussions, self-exploration, oral presentations, films, and experiential activities designed to increase knowledge and skills in interpersonal communication.

7. Student Evaluation

The following elements will determine the student's final grade.

Element	Units Covered	Weight
8 Assignments (equally weighted)	1-8	40%
Presentation	Unit 3	10%
Midterm	1-4	20%
Final exam	5-8	30%
Total		100%

The round off mathematical principle will be used. Percentages are converted to letter grades and grade points as follows:

Mark (%)	Grade	Grade Point	Mark	Grade	Grade Point
94-100	A+	4.0	67-69	C+	2.3
87-93	A	3.7	63-66	C	2.0
80-86	A-	3.5	60-62	C-	1.7
77-79	B+	3.2	50-59	D	1.0
73-76	B	3.0	0-49	F	0.0
70-72	B-	2.7			

The passing grade in this course is **D**. Some programs, however, may require a higher grade for progression though, or graduation from, the program. Students should check the program requirements.

- The eight assignments, presentation, and 2 tests will account for 100% of the final grade.
- Tests may include questions from all assigned readings, lecture notes, and videos (as indicated in the class schedule).
- The midterm will be written in class time; the final exam will be scheduled and written as assigned by the registrar's office during exam week.
- Any missed tests, assignments or group project will score a '0'. Make-up tests or assignments or presentation (scheduled after the assigned date has passed) are not normally given. Any petition to write a missed test or assignment or presentation must be supported with documentation. The instructor will then use their discretion to grant or refuse the request.
- No bonus assignments or bonus marks are given in this course.

8. Academic Integrity

Lambton College is committed to high ethical standards in all academic activities within the College, including research, reporting and learning assessment (e.g. tests, lab reports, essays).

The cornerstone of academic integrity and professional reputation is principled conduct. All scholastic and academic activity must be free of all forms of academic dishonesty, including copying, plagiarism and cheating.

Lambton College will not tolerate any academic dishonesty, a position reflected in Lambton College policy. Students should make themselves familiar with the Students Rights and Responsibilities Policy, located on the MyLambton website for details concerning academic dishonesty and the penalties for dishonesty and unethical conduct.

Questions regarding this policy, or requests for additional clarification, should be directed to the Lambton College Centre for Academic Integrity.

9. Related Items

Students with Disabilities

If you are a student with a disability please identify your needs to the professor and/or the Accessibility Centre so that support services can be arranged for you. You can do this by making an appointment at the Accessibility Centre, Room L103 ext.3427 or by arranging a personal interview with the professor to discuss your needs.

Student Rights and Responsibility Policy

Acceptable behaviour in class is established by the instructor and is expected by all students. Any form of harassment or violence will not be tolerated. Action will be taken as outlined in Lambton College policy.

Cheating and plagiarism are serious academic offences subject to disciplinary action. It is the student's responsibility to be aware of the cheating policy as described in the Lambton College Student Rights and Responsibilities policy. For further information on all of these policies, links may be found on the Lambton College website.

Prior Learning Assessment Statement

This course is eligible for Prior Learning Assessment

☒**Yes**☐**No**

If yes has been selected, you may choose to contact the Counselling Department for advice on Prior Learning Assessment.

Date of Withdrawal without Academic Penalty

Please consult the Academic Regulations and Registrar's published dates.

Waiver of Responsibility

Every attempt has been made to ensure the accuracy of this information as of the date of publication. The content may be modified, without notice, as deemed appropriate by the College.

Note: It is the student's responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.