

COURSE SYLLABUS

LAST REVIEW	Spring 2021
COURSE TITLE	Interpersonal Communication
COURSE NUMBER	SPCH 0201
DIVISION	Arts, Communications, and Humanities
DEPARTMENT	SPCH
CIP CODE	24.0101
CREDIT HOURS	3.00
CONTACT HOURS/WEEK	Class: 3.00 Lab: X Clinical: X
PREREQUISITES	None

COURSE PLACEMENT Students must meet the correct placement measure for this course. Information may be found at:
<https://www.kckcc.edu/admissions/information/mandatory-evaluation-placement.html>

COURSE DESCRIPTION

This is a basic speech course dealing with the oral communication process through the study of interpersonal communication. Interpersonal communication is the student of communication that takes place between two or more persons in day-to-day life. This course will help you understand what works and what doesn't in your communication with friends, families and coworkers. Areas of student include: perception, verbal and nonverbal messages, listening, relationship development, relationship, maintenance, repair, and/or dissolution, and the differences in these things between cultures.

KANSAS SYSTEMWIDE TRANSFER: COM1020

The learning outcomes and competencies detailed in this course outline or syllabus meet or exceed the learning outcomes and competencies specified by the Kansas Core Outcomes Groups project for this course as approved by the Kansas Board of Regents.

PROGRAM ALIGNMENT

This course is part of a program aligned through the Kansas Board of Regents and Technical Education Authority. For more information, please visit:
https://kansasregents.org/workforce_development/program-alignment

General Education Learning Outcome

- Basic Skills for Communication
- Mathematics
- Humanities
- Natural and Physical Sciences
- Social and Behavioral Sciences

Institutional Learning Outcomes

- Communication
- Computation and Financial Literacy
- Critical Reasoning
- Technology and Information Literacy
- Community and Civic Responsibility
- Personal and Interpersonal Skills

TEXTBOOKS

<http://kckccbookstore.com/>

METHODS OF INSTRUCTION

A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE

- I. Fundamental Elements of the Communication Process
 - A. Communication Model
 - B. Communication Principles
 - C. Improving Communication
- II. Self Concept
 - A. Formation of self-concept
 - B. Improving self esteem
- III. Perception
 - A. Process of Perception
 - B. Impact of Perception on Interpersonal Relationships
 - C. Improving Interpersonal Perception
- IV. Listening
 - A. Listening As A Skill
 - B. Process of Listening
 - C. Improving Listening
- V. Verbal Communication
 - A. Relationship between words and meaning
 - B. Cultural impacts of language
 - C. Barriers to effective verbal communication

- D. Strategies for improving verbal communication
- VI. Nonverbal Communication
 - A. Functions of nonverbal communication
 - B. Cultural impacts of nonverbal communication
 - C. Interpreting nonverbal communication
 - D. Improving nonverbal communication
- VII. Interpersonal Relationships
 - A. Types of interpersonal relationships
 - B. Models of relationship development
 - C. Strategies for creating relationships
 - D. Strategies for improving relationships
 - E. Cultural differences in relationship development
- VIII. Interpersonal Conflict
 - A. Types of Conflict
 - B. Managing conflict
 - C. Power relationships in conflict
 - D. Cultural differences in understanding conflict
 - E. Resolving conflicts effectively
- IX. Application of interpersonal communication theory to different relationships
 - A. Family
 - B. Friendships
 - C. Workplace
 - D. Intercultural

COURSE LEARNING OUTCOMES AND COMPETENCIES

Upon successful completion of this course, the student will:

- A. Demonstrate an ability to apply effective communication techniques within a variety of contexts.
- B. Demonstrate an understanding of various effective conflict management skills.
- C. Demonstrate an understanding of the impact of gender and culture on interpersonal communication.
- D. Demonstrate an ability to analyze effective listening habits and skills.
- E. Evaluate the role of verbal and nonverbal messages in interpersonal communication.
- F. Recognize the role of perception of self and others in interpersonal communication.

COURSE COMPETENCIES:

Identify the fundamental elements of the communication process.

1. Given a communication model, the student will name all the components.
2. Given case studies, the student will identify the four communication principles.
3. Given case studies, the student will list strategies that could improve communication effectiveness.

Demonstrate how a healthy self-concept improves communication.

4. Given a list of methods, the student will identify his/her self-concept.
5. Employing the reported self-concept, the student will evaluate his/her self-esteem.
6. Employing the self-esteem, the student will report his/her acceptance of strength and weaknesses.

Explain how perception affects communication.

7. Without the aid of the text, notes, or reference materials, the student will explain the three stages of interpersonal perception.
8. Without the aid of the text, notes, or reference materials, the student will describe the relationship between interpersonal communication and interpersonal perception.
9. Given case studies, the student will identify several of the seven strategies for improving interpersonal perceptions.

Demonstrate effective listening habits and skills.

10. Given a list of examples, the student will describe all four elements of the listening process.
11. Given a list of examples, the student will list several important barriers to effective listening.
12. Without the aid of the text, notes, or reference materials, the student will identify several ways to improve listening skills and habits.
13. Given a list of listening skills, the student will formulate a strategy for improving his/her own listening skills.

Use the English language effectively to reflect the intended message.

14. Without the aid of the text, notes, or reference materials, the student will describe the relationship between words and meaning.
15. Without the aid of the text, notes, or reference materials, the student will describe how words influence us and our culture.
16. Without the aid of the text, notes, or reference materials, the student will identify and manage word barriers.
17. Without the aid of the text, notes, or reference materials, the student will discuss how words affect our relationships with others.
18. Without the aid of the text, notes or reference materials, the student will formulate supportive approaches to relating to others.
19. Given several scenarios, the student will identify the confirming responses.

Interpret and employ nonverbal cues to optimize communication.

20. Without the aid of the text, notes, or reference materials, the student will describe the five functions of nonverbal communication in interpersonal relationships.
21. Without the aid of the text, notes, or reference materials, the student will summarize research findings that describe codes of nonverbal communication behavior.
22. Without the aid of the text, notes, or reference materials, the student will describe the three bases for interpreting nonverbal behavior.
23. Given the bases for interpreting nonverbal communication, the student will formulate a strategy for improving his/her own ability.

Identify and apply strategies to assure the maximum health of interpersonal relationships.

24. Without the aid of the text, notes, or reference materials, the student will explain the relationship of circumstance and choice.
25. Given case studies, the student will describe the three dimensions of interpersonal relationships.
26. Without the aid of the text, notes, or reference materials, the student will explain the model of the stages of relational development.
27. Given case studies, the student will discuss eight principles of interpersonal relationships.

Manage Relational Conflict

28. Without the aid of the text, notes, or reference materials, the student will compare and contrast three types of interpersonal conflict
29. Given a list of examples, the student will describe the difference between destructive and constructive approaches to managing conflict.
30. Without the aid of the text, notes, or reference materials, the student will identify five types of interpersonal power.
31. Without the aid of the text, notes, or reference materials, the student will describe three types of conflict.
32. Given a list of conflict management skills, the student will formulate his/her own strategy for interpersonal conflict management.

Apply effective communication skills in a variety of contexts.

33. Without the aid of the text, notes, or reference materials, the student will define culture.
34. Without the aid of the text, notes, or reference materials, the student will identify the components of culture.
35. Given case studies, the student will discuss the similarities and differences in verbal and nonverbal communication in different cultures.
36. Given a list of examples, the student will discuss barriers that inhibit effective intercultural communication.
37. Without the aid of the text, notes, or reference materials, the student will identify strategies for bridging cultural differences.

38. Without the aid of the text, notes, or reference materials, the student will define the term family and describe four types of families.
39. Without the aid of the text, notes, or reference materials, the student will identify the key principles of the family systems theory.
40. Without the aid of the text, notes, or reference materials, the student will identify and describe the communication characteristics of a healthy family.

41. Without the aid of the text, notes, or reference materials, the student will identify the functions of friendship.
42. Without the aid of the text, notes, or reference materials, the student will describe rules for establishing and maintaining relationships.
43. Without the aid of the text, notes, or reference materials, the student will list and describe strategies for making friends.
44. Without the aid of the text, notes, or reference materials, the student will identify behaviors that result in losing friends.
45. Given several scenarios, the student will illustrate and describe principles of upward, downward, horizontal and outward communication.
46. Given several examples, the student will compare and contrast five difference leadership styles.
47. Without the aid of the text, notes or reference materials, the student will discuss four strategies for preparing for an effective job interview.

48. Without the aid of the text, notes, or reference materials, the student will describe three strategies for interviewing others for a job.
49. Without the aid of the text, notes, or reference materials, the student will explain how to give and receive feedback during a performance interview.
50. Without the aid of the text, notes, or reference materials, the student will identify the skills, tools, and steps for solving problems in teams.
51. Without the aid of the text, notes, or reference materials, the student will describe the role and effects of technology upon interpersonal relationships in the workplace.

ASSESSMENT OF COURSE LEARNING OUTCOMES AND COMPETENCIES

Student progress is evaluated through both formative and summative assessment methods. Specific details may be found in the instructor's course information document.

COLLEGE POLICIES AND PROCEDURES

Student Handbook

<https://www.kckcc.edu/files/docs/student-resources/student-handbook-and-code-of-conduct.pdf>

College Catalog

<https://www.kckcc.edu/academics/catalog/index.html>

College Policies and Statements

<https://www.kckcc.edu/about/policies-statements/index.html>

Accessibility and Accommodations

<https://www.kckcc.edu/academics/resources/student-accessibility-support-services/index.html>.