COURSE OUTLINE
Interpersonal Communication

Course Description: SP 102. Interpersonal Communication. 3 hours credit.
This course will enable the student to: Identify and practice effective interpersonal communication (verbal and nonverbal) techniques. Discuss the role of perception (both of self and others) in interpersonal communication. Identify major barriers to effective listening and how to overcome them. Recognize and practice effective conflict resolution. Recognize thoughts and feelings and be able to express them appropriately. The learning outcomes and competencies detailed in this outline meet, or exceed the learning outcomes and competencies specified by the Kansas Core Outcomes Project for this course, as approved by the Kansas Board of Regents (Transfers as COM1020).

Course Relevance: The importance of communication skills is well-documented. The need for contact and companionship is equally well-documented. This course explores the essence of both; communicating in relationships.

Required Materials:
For complete material(s) information, refer to: https://bookstore.butlercc.edu

Learning Outcomes:
The intention is for the student to be able to:
1. Recognize and practice effective verbal and non-verbal communication in interpersonal relationships.
2. Recognize the perceptual elements of self and others in communication environments.
3. Recognize the various stages of relationship development, maintenance and resolution, including:
   - listening skills
   - norms of self-disclosure
   - identifying and expressing feelings
4. Recognize and practice effective and appropriate conflict resolution.

Primary Learning PACT Skills that will be DEVELOPED and/or documented in this course:
Through the student involvement in this course, he/she will develop his/her ability in the following primary PACT skill areas:
1. Self Concept
   - Through a self assessment pre and post test
2. Effective Relationships
   - The student will select up to three representative relationships, which demonstrate his/her ability to build and maintain effective relationships.

   The student will write a self-reflective essay, which contains specific examples to evidence their ability with each aspect of the skill.

3. Nonverbal Communication
   - Through a group project exploring non-verbal communication

Secondary skills (developed but not documented):
- Listening
- Valuing diversity
- Ethical conduct
- Critical thinking
- Speaking

**Major Summative Assessment Task(s):**

“These learning outcomes and the primary Learning PACT skills will be demonstrated by:”

1. Preparation of a 5-7 page paper summarizing a semester’s worth of journal entries and self-evaluation discussing the Primary Learning PACT skills indicated above.

**Course Content:**

I. Themes - Key recurring concepts that run throughout this course:
   A. Role of gender and culture in interpersonal communication
   B. Identification and application of feelings
   C. Relational development, maintenance and resolution
   D. Perception of self and others

II. Issues - Key issues that will be addressed in this course: areas of conflict that must be understood in order to achieve the intended outcome:

   A. Poor or inaccurate perception of self and others
   B. Inability to identify, describe and display feelings
   C. Inability to identify and interpret non-verbal communication
   D. Inability to recognizing appropriate types of conflict resolution
   E. Stereotyping

III. Concepts – Key concepts that must be understood to address the issues:

   A. Self concept
   B. Perception of others
   C. Diversity
   D. Self disclosure
   E. Listening
   E. Empathy
   F. Identifying feelings
G. Conflict resolution
H. Non-verbal communication
I. Communication model
J. Relational Dynamics

IV. Skills / Competencies - Actions that are essential to achieve the course outcomes:
   A. Comprehend the relational theories, concepts and principles studied in this course.
   B. Apply this knowledge to the various assignments within the semester-long personal journal.
   C. Prepare a 5-7 page paper summarizing a semester’s worth of journal entries and self-evaluation discussing the Primary Learning PACT skills indicated above.

Learning Units:
This outline of content reflects themes, issues, concepts, skills, primary Learning PACT skills and assessment tasks that facilitate the student's achievement of course outcomes. The learning units section can be either in topical form or objective form.

I. Introduction to Interpersonal Communication
   A. Why We Communicate
   B. The Process of Communication
   C. Communication Principles
   D. The Nature of Interpersonal Communication
   E. Communicating about Relationships
   F. What Makes an Effective Communicator?

II. Communication and Identity
   A. Self-Concept
   B. Self-fulfilling Prophecies
   C. Identity Management

III. Perception Process
   A. The Perception Process
   B. Influences on Perception
   C. Accuracy and Inaccuracy of Perception
   D. Perception Checking
   E. Empathy and Communication

IV. Emotions
   A. What are Emotions?
   B. Types of Emotions
   C. Influences on Emotional Expression
   D. Guidelines for Expressing Emotions
   E. Managing Difficult Emotions

V. Language
   A. Understandings and Misunderstandings
   B. Impact of Language
C. Gender and Language
D. Language and Culture

VI. Non-verbal Communication
   A. Characteristics of Nonverbal communication
   B. Differences between Verbal and Nonverbal communication
   C. Types of nonverbal communication

VII. Listening
   A. The Listening Process
   B. Gender and Listening
   C. Ineffective Listening
   D. Why we Don't Listen Better
   E. Informational Listening
   F. Listening to Help

VIII. Relational Dynamics
   A. Why we Form Relationships
   B. Models of Relational Development and Maintenance
   C. Self-Disclosure in Relationships
   D. Alternatives to Self-disclosure

IX. Improving Communication Climates
   A. Communication Climate
   B. Defensiveness: Cases and Remedies
   C. Responding Non-defensively to Criticism

X. Managing Interpersonal Conflicts
   A. The Nature of Conflict
   B. Conflict Styles
   C. Assertion without Aggression
   D. Conflict in Relational Systems
   E. Variables in Conflict Styles
   F. Conflict Resolution
   G. Win-Win Communication Skills
   H. Constructive Conflict

Learning Activities:
Independent and collaborative learning activities will be assigned within and outside the classroom to assist the student to achieve the intended learning outcomes. Class discussion, lecture, videos and reading assignments will also contribute to the learning process.

Grade Determination:
Grade determination will be based on assessment tasks (as identified in section H), and other activities such as class participation, assignments and observed performance.