COURSE INFORMATION FORM

DISCIPLINE  Communications

COURSE TITLE  Interpersonal Communication

CR. HR  3  LECT HR  3  LAB HR  CLIN/INTERN HR  CLOCK HR

CATALOG DESCRIPTION
An overview of the processes and practices of interpersonal communication. Topics include the role of self-concept, perception, language, diversity, conflict, and listening. This course examines various forms and contexts of verbal and non-verbal communication.

PREREQUISITES
ENGL 30 / 90 or appropriate placement test score

EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)
Upon completion of this course, the student will be able to:

1. Describe the relationships between self-concept and communication and how a healthy self-concept improves communication.
2. Describe the effect sensory perception has on the quality of communication.
3. Distinguish the difference between denotative and connotative meanings in language and analyze the impact of language on interpersonal communication.
4. Identify, define and apply the types of non-verbal communication.
5. Outline the listening process and assess personal listening skills through analysis of listening behavior in a variety of situations.
6. Identify and define the many different types of emotions, how they evolve and how to manage emotions for more effective communication.
7. Construct effective ways to build and maintain positive relationships.
8. Identify the dynamics of conflict, the part conflict plays in interpersonal relationships and demonstrate ways to manage conflict in an effective, positive manner.
9. Identify and explain the impact gender has on interpersonal relationships.
10. Identify and explain the nature of prejudice and stereotyping in interpersonal relationships and generate ways to become competent communicators.

GENERAL EDUCATION OUTCOMES (ESO)
Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

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<tr>
<th>Outcomes</th>
<th>ESO</th>
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PROGRAM-LEVEL OUTCOMES

CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes may be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Examinations and quizzes (1,2,3,4,5,6,7,8,9,10)
2. Reaction papers (2,3,6,8)
3. Short writings on class topics and discussions (1,5)
4. Cultural diversity project (7,8,10)
5. Class activities and discussions (1,2,3,4,5,6,7,8,9,10)
COURSE OUTLINE FORM

CATALOG NO.     COMM 223

DISCIPLINE   Communications

COURSE TITLE: Interpersonal Communication

Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. Elements of interpersonal communication theory
   A. Why we communicate
   B. The process of communication
   C. Principles and misconceptions
   D. Definitions of interpersonal communication
   E. Content and relational messages
   F. Metacommunication
   G. Communication competence

II. Self-concept in communication
    A. What is the self-concept
    B. Public and private selves
    C. Identity management

III. Perception
    A. The perception process
    B. Influences on perception
    C. Perceptual tendencies
    D. Perception checking
    E. Empathy vs. sympathy

IV. Emotions
    A. What are emotions
    B. Types of emotions
    C. Influences on emotions
    D. Expressing and managing emotions

V. Language
    A. Elements of language
    B. Purposes of language
    C. Abstract vs. concrete language
    D. “I” vs. “you” language
    E. Gender and language
    F. Language and cultural influences

VI. Non-verbal communication

Revised 1/29/14
A. Characteristics of non-verbal communication
B. Differences between verbal and non-verbal communication
C. Types of non-verbal communication

VII. Listening
A. Elements in the listening process
B. Ineffective listening
C. Barriers to listening
D. Listening for information
E. Listening to help

VIII. Communication in relationships
A. Why we form relationships
B. Models of relational development
C. Self-disclosure in relationships

IX. Managing interpersonal conflicts
A. Definition of conflict
B. Conflict styles
C. Communicating clearly and assertively
D. Conflict in relationships