

APPLIED ARTS DIVISION
Health, Education, and Human Services
Fall, 2016



COURSE OUTLINE

ELCC 125

**INTERPERSONAL RELATIONSHIPS AND
COMMUNICATION SKILLS**

**45 HOURS
3 CREDITS**

PREPARED BY: Catherine Bradbury

DATE: 27 May 2016

APPROVED BY:

DATE:

APPROVED BY ACADEMIC COUNCIL: (DATE)

RENEWED BY ACADEMIC



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INTERPERSONAL RELATIONSHIPS AND COMMUNICATION SKILLS

INSTRUCTOR: Catherine Bradbury	OFFICE HOURS: By appointment
OFFICE LOCATION: C1315	CLASSROOM: A2714
E-MAIL: cbradbury@yukoncollege.yk.ca	TIME: Tues and Fridays 0900-1030
TELEPHONE: 456-8644	DATES: Sept 13- December 20, 2016

COURSE DESCRIPTION

Through the use of self-reflection, theory, and experience, this course will help students develop effective communication skills for use in interpersonal relationships and team environments. The focus of skill development is for application to workplace environments, particularly in the North. Attention is given to the many influences and factors affecting interpersonal interactions and to the skills required to contribute to effective team processes.

PREREQUISITES

None

EQUIVALENCY OR TRANSFERABILITY

Please check the following link: <http://www.yukoncollege.yk.ca/programs/info/ecd> for information about transferability of ELCC courses.

LEARNING OUTCOMES

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

- Describe and critically analyze the components of effective interpersonal communication skills
- Demonstrate self-analysis and reflection to examine personal communication styles and the attitudes, beliefs, and values that underlie them
- Perform interpersonal communication skills to establish and enhance personal work-based relationships characterized by open and honest communication and effective conflict resolution in diverse environments
- Apply effective communication skills appropriate to purpose, audience and situation demonstrating an understanding of the differences in context of northern environments and First Nations cultures

COURSE FORMAT

This 45-hour course will be delivered in the classroom and supported through the Moodle course site. Each lesson will include a variety of teaching/learning experiences. These strategies may include lecture, large and small discussion groups, in-class projects, experiences, simulations, role plays, observations, readings, audio-visual aids, guest speakers, and students' individual assignments.

Students will be asked to participate in team and group situations. The instructor will serve as a resource to the teams, offering feedback on effectiveness and assisting with group process.

ASSESSMENTS

Attendance and Participation

Much of the learning is done in the classroom. Students learn from each other, as well as from the instructor; therefore, attendance and appropriate participation are essential.

Students are expected to attend and participate in all classes, to be actively involved in discussions, and to take responsibility for their own learning. Their personal experience and thoughts will provide much of the material for discussion; therefore, it is expected that students are prepared for classes by having completed the required readings, assignments and other assigned work. Emphasis will be placed on learning-by-doing and on personal reflection on individual experiences.

As stated in Yukon College's Academic Regulations: "Students in all program areas are expected to attend classes and will be informed of any specific attendance requirements for their course by their instructors at the beginning of the term." It is the responsibility students to collect information from classmates if they are absent from all or a portion of a class. Students are responsible for obtaining handouts and completing assignments for any classes missed.

Professional behaviour is expected. If students expect to miss a class, students will communicate with their instructor ahead of time.

Note: If a student is absent from more than 10% of the course, the instructor may assign make-up assignment(s), which would be designed to demonstrate the student's understanding of content missed. This opportunity is at the discretion of the instructor and, if undertaken, will be accompanied by an assignment contract.

Assignments

Each assignment is designed to help students synthesize knowledge from class, readings, personal knowledge, and traditional knowledge to build greater understanding. Class discussions are enriched when students have completed assigned work at the appropriate time. Material from student assignments also plays an important role in helping the instructor design class activities and lectures to best suit

the group of students; therefore, handing in assignments on the due dates is very important.

Assignments will be discussed at the beginning of the course and presented in writing with criteria defined. All students are encouraged to contact the instructor if they have questions or concerns about assignments or their progress. In exceptional circumstances, students may discuss alternate arrangements with their instructor (such as late submission of assignments, etc.).

ALL assignments must also be submitted punctually. 5% will be deducted for each calendar day that an assignment is late.

EVALUATION

Assignment Number	Topic	Grade
Assignment #1	Communication Reflections Log	25%
Assignment # 2	Communication Role-Play Group Presentation	30%
Assignment # 3	Video Recording and Written Plan Speaking and Listening	20%
Assignment # 4	Final Team Project	25%
TOTAL		100%

Grading will be according to the Bow Valley College letter grade template. An overall minimum final mark for this course must be 64%, letter grade C, grade point value of 2.0 to pass this course.

REQUIRED TEXTBOOKS AND MATERIALS

Adler, R.B, Rosenfeld, L.B, Proctor, R.F. & Winder, C. (2016). *Interplay: The process of interpersonal communication* (4th Canadian ed.). Don Mills ON: Oxford University Press.

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/Admissions & Registration web page.

PLAGIARISM

Plagiarism is a serious academic offence. Plagiarism occurs when students present the words of someone else as their own. Plagiarism can be the deliberate use of a whole piece of another person's writing, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material. Whenever the words, research or ideas of others are directly quoted or

paraphrased, they must be documented according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Resubmitting a paper which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon College recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukoncollege.yk.ca/yfnccr.

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC) at (867) 668-8785 or lassist@yukoncollege.yk.ca.

TOPIC OUTLINE

TOPIC OUTLINE Module	TOPIC	READINGS
1	Overview of Course Introduction to Interpersonal Communication	Chapter 1
2	Communication and the Self	Chapter 2
3	Perception and Communication	Chapter 3
4	Emotions and Communication	Chapter 4
5	Words: Barrier and Bridge	Chapter 5
6	Messages Beyond Words: Nonverbal Communication	Chapter 6
7	Listening	Chapter 7
8	Communication Climates Team Exercises	Chapter 9
9	Communication Climates	Chapter 9
10	Managing Conflicts Team Exercises	Chapter 10
11	Managing Conflicts Team Exercises	Chapter 10
12	Work, Group and Team Communication Group Role Play Presentations	Chapter 12
13	Final Team Task Putting it all Together Course Evaluation and Course Closure	