



School of Health Education and Human Services

ELCC 125

INTERPERSONAL RELATIONSHIPS & COMMUNICATION SKILLS

Term: Winter, 2022

Number of Credits: 3

Course Outline

INSTRUCTOR: Samantha Piper

E-MAIL: spiper@yukonu.ca

Class Dates: Mondays, January 10th – April 25th, PLUS Wednesday March 23rd & 30th, 1300 - 1600
March 14th, 21st, and 23rd – Classes will be taking place online over Zoom

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.

COURSE REQUIREMENTS

Prerequisite(s): None. It is recommended that students have completed Grade 12, with English 12.

EQUIVALENCY OR TRANSFERABILITY

Listed in BC Transfer Guide

CAMO PSYC 154 (3)

DOUG CCSD 1220 (3)

LANG EDAS 1220 (3)

UFV HSER 120 (3)

LEARNING OUTCOMES

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

- Describe and critically analyse 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 course will consist of lectures, group work, learning activities, and may include guest speakers and other methods to optimise learning. Each lesson will include a variety of teaching-learning experiences. Learning activities may include but are not limited to facilitator-led learning, discussion groups, projects, experiences, simulations, role plays, observations, readings, on-line exercises, 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.

The format for each class will include:

- Opportunity for questions on previous material
- Introduction and integration of new material
- Assignments & preparation for next class

Each class will have 3 hours of direct instruction time over the total of 15 classes. It is expected that this course will require 2-4 hours/week of homework and additional reading. The time required will vary by individual.

Delivery format

This course will be delivered through face-to-face sessions on-campus. Students will be required to adhere to public health guidelines. Zoom will serve as an alternative delivery format if needed. **March 14th and 25th – Classes will be taking place online over Zoom.**

EVALUATION:

Assignment #1- Communication Reflections Log	40%
Assignment #2- Video Recording and Written Plan Speaking and Listening	30%
Assignment #3- Group Project	30%
Total	100%

ASSESSMENTS

Assignments will be discussed at the beginning of the course and presented in writing with criteria clearly 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 submissions of assignments, etc.)

All evaluative components for this course are mandatory and must have a passing grade (usually a minimum of 50%)

Missing or incomplete components will result in a course grade assessment of "Fail"

Late Assignments/Work: For every day an assignment *is late* (after assigned due date) 5% will be deducted from the original paper grade.

- No assignment will be accepted more than one week (7 calendar days) following the due date unless arrangements are made with instructor of that specific course in advance of due date. Assignments not handed in one week after due date will receive a 0 (failing) grade.

Please see additional comments about assignments in the assignment package.

COURSE WITHDRAWAL INFORMATION

Refer to the YukonU website for important dates. <https://www.yukonu.ca/admissions/important-dates>

Friday, March 11th is the last day to withdraw or change to audit from credit courses without academic penalty.

TEXTBOOKS & LEARNING MATERIALS

Adler, R.B, Rosenfeld, L.B, Proctor, R.F. & Winder, C. (2020). Interplay: The process of interpersonal communication. Fifth Canadian edition. Toronto: Oxford University Press.

RELATED COURSE REQUIREMENTS

It is highly recommended that all students have access to a computer or other device and reliable Internet to do their studies. The minimum specifications for a student device are as follows:

Requirement	Windows-based PC	Apple Mac/macOS-based PC
Operating System	Windows 10	macOS X
Web Browser	Firefox, Edge or Google Chrome	Firefox, Edge or Google Chrome
RAM/Memory	4 GB	4 GB
Storage	5 GB of available space	5 GB of available space

ACADEMIC INTEGRITY

Students are expected to contribute toward a positive and supportive environment and are required to conduct themselves in a responsible manner. Academic misconduct includes all forms of academic dishonesty such as cheating, plagiarism, fabrication, fraud, deceit, using the work of others without their permission, aiding other students in committing academic offences, misrepresenting academic assignments prepared by others as one's own, or any other forms of academic dishonesty including falsification of any information on any Yukon University document.

Please refer to Academic Regulations & Procedures for further details about academic standing and student rights and responsibilities.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University 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 University program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukonu.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 University Academic Regulations (available on the Yukon University website). It is the student's responsibility to seek these accommodations by contacting the Learning Assistance Centre (LAC): LearningAssistanceCentre@yukonu.ca.

TOPIC OUTLINE

Introduction to Interpersonal Communication

Interpersonal Process

Communication and Self

Perception

Emotions

Language

Non-verbal Communication

Listening Theory and Practice – Part 1 & 2

Communication Climates

Managing Conflicts Team Exercises

Work, Group and Team Communications