



School of Health Education and Human Services

ELCC 125

INTERPERSONAL RELATIONSHIPS & COMMUNICATION SKILLS

Term: Winter, 2023

Number of Credits: 3

Course Outline

INSTRUCTOR: Alexa Loukras RN

E-MAIL: alexa.loukras@yukonu.ca

Class Dates: Mondays, January 9th – April 3rd, 1300 - 1600 PLUS Wednesdays March 22nd, 29th and April 5th, 1300 - 1600

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.

Corequisite(s): Full-time enrollment in HCA program unless special permission provided by HCA Coordinator

EQUIVALENCY OR TRANSFERABILITY

Transfers not yet formalized through BCCAT, due to recent changes in BC Curriculum. Receiving institutions determine course transferability. Find further information at:

<https://www.yukonu.ca/admissions/transfer-credit>

YUKON FIRST NATIONS CORE COMPETENCY

Students who successfully complete this course will have achieved core competency in knowledge of Yukon First Nations. By the end of this course, students will have greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination. For details, please see www.yukonu.ca/yfnccr

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 may serve as an alternative delivery format if needed.

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.)

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.

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

Missing or incomplete assignments will result in a course grade of 'Incomplete' or 'Fail' at discretion of the instructor based on overall course work completed

COURSE WITHDRAWAL INFORMATION

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

Thursday, March 9th 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.

ACCESSIBILITY AND ACADEMIC ACCOMMODATION

Yukon University is committed to providing a positive, supportive, and barrier-free academic environment for all its students. Students experiencing barriers to full participation due to a visible or hidden disability (including hearing, vision, mobility, learning disability, mental health, chronic or temporary medical condition), should contact Accessibility Services for resources or to arrange academic accommodations:

access@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
- Indigenous Knowledge/Perspectives:
 - Discuss Traditional ways of communicating: Listening, non-verbal communication, appropriate use of silence, etc.
 - Learn about Resolving conflict through consensus