



COURSE OUTLINE

ECD 215

INTERPERSONAL COMMUNICATION SKILLS

**45 HOURS
3 CREDITS**

PREPARED BY: Patricia McClelland, Instructor

DATE: November 6, 2015

APPROVED BY: _____
Dean, Applied Arts, Dr. Andrew Richardson

DATE: _____

APPROVED BY ACADEMIC COUNCIL: _____

RENEWED BY ACADEMIC COUNCIL: _____

PLEASE NOTE: It is strongly recommended that you save your course outline to help establish credit for further study in other institutions.

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INTERPERSONAL COMMUNUCATION SKILLS

INSTRUCTOR: Patricia McClelland	OFFICE HOURS: TBA
OFFICE LOCATION: A2708	CLASSROOM: TBA
E-MAIL: pmcclelland@yukoncollege.yk.ca	TIME: Tuesdays 1300 - 1600.
TELEPHONE: 668-8852	DATES: Jan. 5 - April 26, 2016

COURSE DESCRIPTION

Healthy interpersonal relationships are central to our happiness, overall well-being, and work place success. Effective communication skills are critical in such interpersonal relationships. This course uses an experiential and self reflective approach. It aids students in the development of personal strengths and self-awareness that contribute to communication skills and positive relationships with others in daily life and in the workplace. Attention is given to many influences and factors affecting interaction (self concept, perception, emotions, listening, verbal and nonverbal messages, cultural and situational differences, and dealing with conflict).

PREREQUISITES

None.

RELATED COURSE REQUIREMENTS

EQUIVALENCY OR TRANSFERABILITY

Please check the following link <http://www.yukoncollege.yk.ca/programs/info/e.cd> for information about transferability of Early Childhood Development Courses. For HCA students Transfer through BCCAT is pending

LEARNING OUTCOMES

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

1. Describe and critically analyze the components of effective interpersonal communication skills.
2. Use self-analysis and reflection to examine personal communication styles and the attitudes, beliefs and values that underlie them.
3. Employ interpersonal communication skills to establish and enhance personal and work-based relationships characterized by open and honest communication and effective conflict resolution.
4. Utilize effective communication skills appropriate to the purpose, audience, and situation.

COURSE FORMAT:

This course will consist of lectures, group work, learning activities, and may include guest speakers and other methods to optimise learning.

The format for each class will include:

- Opportunity for questions on previous material
- Introduction and integration of new material

ASSESSMENTS

All evaluative components for this course are mandatory and must be completed satisfactorily (minimum 50%) in order to receive a passing mark.

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.

Attendance & Participation

15%

Attendance means being at class on time every day, prepared for the class and participating to the end of the class. If you cannot be at class, you must notify the instructor in advance and you must arrange to get the class notes and information from your classmates. You are responsible for the information and materials of every class.

Participation includes your active involvement in the activities of the classroom and

completion of assignments, reading, quizzes, etc. Coming to class regularly, being on time, being prepared for the class, speaking up in class and handing in your assignments when due will contribute greatly to your success.

Yukon College Attendance Policy 4.01 states “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.

The following attendance requirements apply to all students:

- Admission to a lecture or laboratory may be refused by the instructor due to lateness or misconduct and students who do not attend classes or submit assignments as required may be refused admission to further classes;*
- Where a student is enrolled in multiple courses with overlapping timetables the instructors may adjust attendance requirements;*

Assignments

Mini Assignments 35%

These assignments will engage students in practical application and assessment of their skills throughout the course.

Video Taping of Assertive Speaking & Listening 30%

Students will work with a classmate to prepare and videotape a communication example and will assess their skills as well as receive constructive feedback from their classmate.

Role Playing Group Presentation 20%

Students will demonstrate the application of communication principles in a roleplaying scenario illustrating group interaction in the workplace.

Tests

Other

EVALUATION

Assignments	85%
Midterm Exam	
Participation	15%
Final Exam	
Total	100%

REQUIRED TEXTBOOKS AND MATERIALS

McKay, M. & Davis, M., (2009) *Messages: the communication Skills Book 3rd ed.*,. New Harbinger: Oakland CA.

Davis, M.; Fanning, P. & Paleg, K. (2004) *The Messages Workbook* New Harbinger: Oakland CA.

One Flash Stick (at least 2 GB)

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the Academic Regulations:

http://www.yukoncollege.yk.ca//downloads/Yukon_College_Academic_Regulations_and_Procedures_-_August_2013_final_v1.pdf

INSTRUCTOR CREDENTIALS:

The course will be taught by a person with a related degree in Education, Health or Human Services. Knowledge and experience both in educating adults and in content area is essential. Other qualifications may be considered.

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

Interpersonal Process: the process, nature and importance of communication

Communication and the self

Perception and communication

Emotions and communication

Language/Words: barrier and bridge

Messages beyond words: nonverbal communication

Mindful Listening

Dynamics of Interpersonal Relationships

Improving communication climates

Managing interpersonal conflicts

Context of Communication (Workplace vs. Personal)