

Subject and Course Number

N. Textbooks and Materials to be Purchased by Students:

Sample Reading List:

Adler, P. *Communicating at work: Principles and practices* (2nd ed.). New York: McGraw-Hill, 1992.

Adler, R. and Towne, N. *Looking out, looking in* (7th ed.). New York: Harcourt-Brace Jovanovich, 1993.

Myatt, M. and Myers, C. *The Dynamics of Human Communication: A Laboratory Approach* (3rd ed.). New York: McGraw-Hill, 1997.

COURSE OBJECTIVES

Communications 216 has been developed to meet the oral and interpersonal communications requirements of specific programs at Douglas College.

General:

By the end of the course, students will demonstrate increased abilities to use nonverbal communication.

Specific:

By the end of the course, students will have:

1. the stages of group development

2. functional roles of group members

3. strategies of building an effective group

4. the dynamics of human communication

5. strategies

6. the dynamics of human communication

5. differences between facilitative and non-facilitative communication.

By the end of the course, students will demonstrate increased abilities to:

1. describe conversational rules and structures

2. identify characteristics of effective groups

3. describe how values, norms, and goals influence communication

4. demonstrate effective verbal and non-verbal behavior in a variety of settings including the workplace, specific one-on-one and group interviews, telephone exchanges and interviews

5. demonstrate strategies of preventing, managing and resolving conflict

COURSE OBJECTIVES - cont'd

6. apply appropriate communication strategies in specific situations

8. identify styles of leadership

9. identify styles of decision making

12. personal communication

10. recognize cultural variation in interpersonal communication

11. conduct effective interviews

d. Ethical Communication Behavior

b. Professional and

Facilitative, positive and negative feedback

Formulating and delivering fa

questions

Advising, judging, blaming, minimizing, inappropriate use of

d. Language

language effectively

Myths about language, language as a social power, using lang

V. Conflict Resolution

a. Definitions of Conflict

b. Approaches to Conflict

Universal Skills in Conflict Situations

Solving Skills

c. Problem Solving

Differences in Cultural Communication

VI. Cultural Differences

a. High and Low Context Cultures

Individualism and Collectivism

b. Individualism

of Ethnocentrism

c. The Impact of Ethnocentrism

c. Intercultural Communication Competence

X. Interviews

a. Research Interviews

b. Employment Interviews

c. Conducting Effective Interviews

c. The Role of the Interviewee

O: METHOD OF INSTRUCTION

Machine learning through doing. Working in digital "ecosystems". This course will am