

INSTRUCTIONAL

A. Division:

EFFECTIVE: MAY 2003 CURRICULUM GUIDELINES

Effective Date:

Winter 2002

В.	Department / Program A rea:		LITERATURE RMING ARTS ATIONS		Re	Revision		X	New Course	
						Revision, Section vised:	on(s)		F, J, M, N, O, P,	Q,
					Da	te of Previous F te of Current R			September, 2001 June, 2002	
C:	CMNS 216		D:	INTERPERSO WORKPLACE		. SKILLS FOR	THE		E: 3	
	Subject & Course No.		Descriptive Title			le	Semester Credits			
F:	Calendar Description: Recent business and industry reports rank teamwork and interpersonal, speaking and listening, problem solving, and leadership skills as the top five skills sought in new employees. Communications 216, a highly interactive course, provides opportunities for students to develop these skills. Core components include foundational interpersonal communications theory, verbal and non-verbal commmm Course work may also include instruction in oral presentations, interviews and meetings.									
G:				J	н:	Course Prerec	quisites:			
						None				

%elements of conflict

% issues, positions, and interests

%approaches to conflict

%intrapersonal communication in conflict

%systematic problem-solving skills

5. How Do We Communicate Effectively in Groups?

%group development theory

%role functions in groups

%group effectiveness

%sources of conflict in groups

%strategies for managing conflict in groups

- % intrapersonal communication in groups
- % interpersonal skills in group settings

6. How Do We Communicate Effectively in Interviews?

%kinds of interviews

%preparing for the interview

%conducting the interview

%following up on the interview

7. What are the Interpersonal Dynamics of Oral Presentations?

%managing speech anxiety

%speech delivery skills

8. What are the Interpersonal Dynamics of Meetings?

%formal and informal meetings

- % Robert's Rules of Order
- % The Interaction Method

%preparing an agenda

%dealing with conflict in meetings

- % intrapersonal skills
- % interpersonal skills

%meeting structures for managing conflict

9. How Do Effective Leaders Communicate?

%definitions of leadership

%approaches to leadership

%leadership and communication climate.

O: Methods of Instruction

This highly interactive course emphasizes learning through doing. Working individually or in small groups, students are involved in focused analysis and interpretation of interpersonal communication. A discussion-based teaching model is used with the expectation that students actively prepare for, participate in, and extract meaning from case studies, simulations, and role plays. Role plays may be video taped for the purpose of informed self-evaluation.

P: Textbooks and Materials to be Purchased by Students

Sample Reading List:

Adler, R. and Elmhorst, J. <u>Communicating at work: Principles and practices for business and the professions</u> (7th ed.). New York: McGraw-Hill College, 2002.

Dubrin, A.J., and Geerinck, T. (2002). <u>Human relations: Interpersonal job-oriented skills</u> (7th ed.). Toronto: Pearson Education Canada.

Q: Means of Assessment

Given the differences in programs for which Communications 216 may be adapted, evaluation components may vary significantly. The following are two current examples of how components and marks have been designed for the course:

Communications 216 for Print Futures Professional Writing Program Analysis and discussion of current interpersonal functioning	10%
Assessment and evaluation of improved interpersonal functioning	10%
Interview skills demonstrations Interview assignments may include some or all of the following: peer interview interview with a working professional verbatim transcript and analysis of an audiotaped interview	35%
Interpersonal skills demonstration project	35%