

# COMM 218 : INTERPERSONAL COMMUNICATION

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## Transcript title

Interpersonal Communication

## Credits

3

## Grading mode

Standard letter grades

## Total contact hours

30

## Lecture hours

30

## Course Description

Promotes enhanced personal and work relationships by presenting the theoretical concepts and practical skills used in effective one-to-one communication.

## Course learning outcomes

1. Explain the transactional model of communication and describe how messages may be sent and received at both conscious and unconscious levels.
2. Describe the behaviors and attitudes used by the competent communicator who adapts appropriately to contexts, other people, and the communicator's goals.
3. Recognize the messages used to construct and maintain individual and group identity.
4. Describe how perceptions vary and demonstrate the ability to perform perception checks.
5. Recognize emotional triggers, identify the differences between emotions and actions and practice the proper language to express emotions in a competent way.
6. Identify and demonstrate communication behaviors which contribute to the creation of a positive psychological climate, including active listening, paraphrasing, authentic questioning, reflecting, and non-defensive responses.
7. Explain interpersonal conflict and demonstrate competent methods of conflict management, including the clear message format for asking for behavioral change and the steps for win-win conflict resolution.

## Content outline

Interpersonal communication is the complex process through which people produce, interpret and coordinate messages to create shared meanings, achieve social and workplace goals, manage personal identity and carry out relationships at home, in the workplace, and in the world at large. 1. Principles, Contexts Characteristics of Interpersonal Communication 2. Interpersonal Communication Competence 3. Social Cognition of self and others, self-image, self-esteem 4. Perception checks, empathic responsiveness, behavioral flexibility 5. Emotion: Describing, displaying, communicating, decoding 6. Effective and ineffective conflict management and resolution 7. Prosocial communication skills 8. Intercultural communication 9. Active listening: theory and practice 10.

Effective application of communication theory into practice in students' personal, public, and workplace lives

## Required materials

Required textbook. Additional supplies for creative project or service-learning project may be needed, not to exceed a cost of \$50.

## General education/Related instruction lists

- Human Relations
- Oral Communication