



**CAMOSUN COLLEGE**  
**School of Arts & Science**  
**Department of Psychology**

**PSYC-154-004**  
**Interpersonal Skills**  
**Fall 2018**

## **COURSE OUTLINE**

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The course description is available on the web @ <http://camosun.ca/learn/calendar/current/web/psyc.html>

Ω Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

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### **1. Instructor Information**

(a) Instructor	Anneke van Alderwegen
(b) Office hours	As posted or by appointment
(c) Location	Fisher 106E
(d) Phone	250-370-3107 <b>Alternative:</b> _____
(e) E-mail	<a href="mailto:vanalderwegen@camosun.bc.ca">vanalderwegen@camosun.bc.ca</a>
(f) Website	_____

The main goal of this course is to aid the participant to develop effective communication skills

### **2. Intended Learning Outcomes**

Upon completion of this course a student will be able to:

1. Identify key concepts describing interpersonal communication.
2. Describe basic principles and theories of communication.
3. Analyze personal life events using course vocabulary, concepts and theory.
4. Demonstrate active listening in sample interviews and observations.
5. Work collaboratively through the application of active listening skills and conflict resolution skills.
6. Describe, evaluate and demonstrate the components of empathy.
7. Differentiate between a person's (self or other) thoughts, feelings, and behaviours.

### **3. Required Materials**

(a) Texts

Adler, R.B., Rosenfeld, L.B. Proctor, R.F., and Winder, C., (2016) Interplay-The Process of Interpersonal Communication, 4<sup>th</sup> Canadian Edition, Oxford University Press

(b) Other

## 4. Course Content and Schedule

**Format:** Learning improved ways of communicating requires a balance between theory and practice. To achieve the above goal and listed outcomes, the course format consists of discussions and readings as well as a series of structured, planned exercises that involve practicing new skills. Some lecturers will be given to illustrate various concepts. A variety of activities will take place in pairs and small groups. Various techniques such as role playing or written work will be used to evaluate the students' understanding of concepts, skills and problems.

WEEK	READINGS	IN-CLASS TOPIC	ASSIGNMENT
Sept 5		Introduction to Course and each other! Chapter one	Group assignments
Sept 12	Chapter 1	Interpersonal Relationships	Key Concept Quiz Ch. 1
Sept 19	Chapter 2	Communication and the Self	K.C. Quiz Ch. 2
Sept 26	Chapter 3	Perception	K.C. Quiz Ch. 3
Oct 3	Chapter 4	Emotions	K.C. Quiz Ch. 4 Perceptions A & B Presentation
Oct 10	Chapter 6 & 7	Language/ Non-verbal Communication	K.C. Quiz Ch. 6 & 7 Emotions presentation
Oct 17	Test	Test # 1 (chapters 1, 2, 3, 4, 6 & 7)	
Oct 24	Chapter 5	Listening	Language/non-verbal presentations
Oct 31	Chapter 5	Listening	K.C. quiz Ch. 7 Listening A & B presentations
Nov 7	Chapter 5	Listening and help	
Nov 14	Chapter 8	Intimate Relationships/Dynamics of Interpersonal Relationships	K.C. quiz Ch. 8 Groups #8 pres
Nov 21	Chapter 9	Improving Climate/ Communication Climate	K.C. quiz Ch. 9 Group # 9 pres <b>Listening assignment due</b>
Nov 28	Chapter 10	Conflict/Assertiveness	K.C. Quiz Ch. 10 Group #10A & #10B Pres. <b>Personal Integration Due</b>
Dec 5	Test #2	Test #2 Chapters 5, 8, 9 & 10	

## 5. Basis of Student Assessment (Weighting)

(a) Group Presentation	20 marks
(b) Key concept quizzes on chapters 1 – 10. Best of 8	10 marks
(c) Tests:	
Test #1	15 marks
Test #2	20 marks
(d) Listening Audio and Transcript	20 marks
(e) Personal Integration Paper	15 marks

### Late Policy

1. Assignments are expected to be handed in at the beginning of the class in which they are due, unless permission is granted for an extension.
2. There will be one assignment allowed late during the semester without penalty. This is your "freebie". It must be negotiated.
3. The late penalty on all others will be 10%.

### Class Attendance and Participation

Your consistent attendance is very important. Firstly, a considerable portion of class time will be devoted to discussion of new concepts and to implementation of the previous ones. Secondly, you will be working with and contributing to the learning of other classmates and they will be counting on you to be there. In the event of an unavoidable absence, you must contact the members of your group. 100% attendance is expected in the course because of its interpersonal and experiential nature. You are expected to actively take part in all discussions and activities in a sensitive and reflective manner, and to come to class with assignments and readings complete.

If discussing your personal thoughts and feelings is very uncomfortable for you, you may not be well suited to take this course at this time. You must be willing to discuss your personal and emotional experiences and listen to those of others. However, this is also not therapy. If you have concerns, see your instructor after the first class please.

### ASSIGNMENT DETAIL

#### 1. GROUP PRESENTATION

In teams of up to four students you are to prepare a role-play of a situation illustrating an aspect of interpersonal communication in a setting depicting daily life. A narrator should introduce the role-play and keep the audience informed as necessary, as to what concept or principle is being illustrated, etc. You may elect a short drama, game etc, to illustrate your topic. Your role-play should be exactly 10 minutes in length, not longer or shorter.

Excellent role-plays provide visual (possibly audio) support, are rehearsed, may include minor props and repeat important concepts to ensure learning.

Use titles to introduce your topic. Attend to pace, keep it lively and engaging. Repeat 3 times, in 3 different ways what the essential elements of your topic are to ensure audience understanding. (For example, describe the concept, show it graphically in a poster or flash card, demonstrate it in a role play then summarize it.). The 10 min. presentation must include all members of your group in some visible form. No more than one minute of other prepared or commercial video or audio material can be used (i.e. YouTube clips)

Upon completion of your presentation, your group will be responsible for dividing your marks to adequately represent the effort, commitment, reliability, creativity and attitude of each member. To

minimize conflict in a group, each member must be equally responsible for the task (product) as well as the comfort of each member (process).

### Group Presentation Topics

Group #	Chapter	Pres. Date	Group #	Chapter	Pres. Date
Perceptions A & B	3	Oct. 3	Dynamics	8	Nov. 14
Emotions	4	Oct. 10	Communication Climate	9	Nov. 21
Language & non-verbal	6 & 7	Oct 24	Managing conflict A & B	10	Nov 28
Listening A & B	5	Oct 31			

## 2. KEY CONCEPTS QUIZZES

There will be a short quiz at the beginning of each of the ten chapters to test for reading and understanding of the key terms and concepts of the chapters. Check the schedule for dates. I will take your best 8 quizzes for a total of 10 marks. **There are no make-up quizzes available.**

## 3. TESTS

There will be two tests, worth 15 and 20 marks respectively. These tests will include multiple choice and short answer questions that require you to demonstrate your cognitive understanding of concepts as well as your ability to apply these concepts to various life situations. Test #1 will test for concepts from chapters 1, 2, 3, 4, 6 & 7 plus an analysis of your experience with anger in your family and adult life. Test #2 will test for concepts from chapters 5, 8, 9 & 10 and will include an analysis of a personal conflict that involves you that demonstrates your understanding of your own behavior, the nature of conflict and what you have learned from it.

## 4. LISTENING AND TRANSCRIPT EXERCISE

### INSTRUCTIONS:

You must prepare an audio recording of an interaction that demonstrates your best listening skills. Then, make a word for word transcript of a section of your recording with five (5) consecutive (one after the other) responses and analyze your responses.

- The recording and transcript comprise 20 marks out of 100
- You will provide me with a cd, usb or emailed file of your recording (please discuss with me if you need to use any other method)
- You will be responsible for ensuring that the method used to record your listening exercise will be accessible to me
- Leave enough space for comments on your transcript please
- Use the format page provided at the end of this outline, photocopy as many as you need or make an exact computer duplicate (i.e. in landscape mode)
- Use the "Checklist for Making Recordings" provided in class before turning in this assignment

### GUIDELINES FOR MAKING THE RECORDING

- Do not record someone surreptitiously. They must be willing to take part.
- All recordings are confidential and only heard by your instructor (me).
- Take a run at the conversation (20 min. or so) and then choose the section with your best responses. Start with the speaker's statement followed by your #1 listening response. Include *all* of what is said by both speaker and listener. Analysis must be complete and specific (check sample). Alternate responses *must* be different from one another.

- Be as natural as you can. Do not script the conversation beforehand or rehearse. Do not stop or edit the recording.
- Your best listening should primarily be paraphrases with some questions, summaries and minimal encouragers added in.
- Choose a topic that lends itself to reflective listening as opposed to argument, chitchat or conversation.
- Leave time to accommodate technical and other glitches.

## EVALUATION OF THE AUDIO AND TRANSCRIPT

Your grade will be comprised of:

- a) Your listening responses
  - i. accuracy in keeping with the flow of feeling and thoughts
  - ii. empathy
  - iii. appropriateness
  - iv. range of responses and skills
- b) Your ability to label and analyze effectiveness of listening responses in the transcript and provide two (2) improved alternatives that differ

TOTAL 20 marks

## 5. PERSONAL INTEGRATION PAPER

The purpose of the personal integration is to make the course content REAL to the student. A personal integration is a written report where the student combines concepts from the course with her/his own life. They will be evaluated on: appropriate use/understanding of concepts, incorporation of one's own life, amount and quality of thought/analysis put into the report. (They must have these three elements.) The skill/theory/concept from the course will be the center of your personal integration. You will describe personal events, relationships, issues that relate to the concept (How does this concept apply to my life?) Then a good portion of the paper will involve your analysis/reflection. (What have I learned? What changes would I like to make to myself or my relationships, as a result of this concept? What would be the result of those changes? How do/did I feel? How do/did others feel? How would I add to or change this course concept/skill/theory and why? Etc.) They will be about 1000 words long. Please include a word count at the end. Each student will complete 1 personal integration. Your paper will draw concepts from at least two chapters in the text. If you are in any way unclear of the nature/format these personal integrations should take, please contact the instructor, I will be happy to discuss/explain the project to you or read anything you have written.

## 6. Grading System

- Standard Grading System (GPA)
- Competency Based Grading System

## 7. Recommended Materials to Assist Students to Succeed Throughout the Course

## 8. College Supports, Services and Policies



### Immediate, Urgent, or Emergency Support

If you or someone you know requires immediate, urgent, or emergency support (e.g. illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts @ <http://camosun.ca/about/mental-health/emergency.html> or <http://camosun.ca/services/sexual-violence/get-support.html#urgent>

### College Services

Camosun offers a variety of health and academic support services, including counselling, dental, disability resource centre, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit the **STUDENT SERVICES** link on the College website at <http://camosun.ca/>

### College Policies

Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with the content of College policies. Policies are available on the College website at <http://camosun.ca/about/policies/>. Education and academic policies include, but are not limited to, Academic Progress, Admission, Course Withdrawals, Standards for Awarding Credentials, Involuntary Health and Safety Leave of Absence, Prior Learning Assessment, Medical/Compassionate Withdrawal, Sexual Violence and Misconduct, Student Ancillary Fees, Student Appeals, Student Conduct, and Student Penalties and Fines.

### A. GRADING SYSTEMS <http://camosun.ca/about/policies/index.html>

The following two grading systems are used at Camosun College:

#### 1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

#### 2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course, practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

## B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://camosun.ca/about/policies/index.html> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.

**LISTENING TRANSCRIPT**

<b>Word for Word Transcript</b>	<b>Skill Identification and Judgment of Effectiveness</b>	<b>Two Alternative Responses and Reasons Why <i>Each</i> is Better or different</b>