



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

**PSYC-154-RH08**  
**Interpersonal Skills**  
**Fall 2018 | Reynolds Secondary**

## **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   | Arloene Burak, M.Sc.                                                  |                    |
| (b) Office hours | T.B.A                                                                 |                    |
| (c) Location     | T.B.A                                                                 |                    |
| (d) Phone        |                                                                       | Alternative: _____ |
| (e) E-mail       | buraka@camosun.bc.ca                                                  |                    |
| (f) Website      | <a href="http://online.camosun.ca">http://online.camosun.ca</a> (D2L) |                    |

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

*(If any changes are made to this part, then the Approved Course Description must also be changed and sent through the approval process.)*

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 II, R.F. & Winder, C. (2016). Interplay: The Process of Interpersonal Communication, 3<sup>rd</sup> Canadian Edition.

(b) Other

#### 4. Course Content and Schedule

|         |                                                     |
|---------|-----------------------------------------------------|
| Sept 11 | Introduction to course                              |
| Sept 13 | Interpersonal Process (Chapter 1)                   |
| Sept 14 | Interpersonal Process (Chapter 1)                   |
| Sept 18 | Communication and the Self (Chapter 2)              |
| Sept 20 | Communication and the Self (Chapter 2)              |
| Sept 21 | Perceiving Others (Chapter 3)                       |
| Sept 25 | Perceiving Others (Chapter 3)                       |
| Sept 27 | <b>Test #1</b>                                      |
| Sept 28 | Group Organization                                  |
| Oct 2   | Emotions (Chapter 4)                                |
| Oct 4   | Emotions (Chapter 4)                                |
| Oct 5   | Listening (Chapter 5)                               |
| Oct 9   | Listening (Chapter 5)                               |
| Oct 11  | Language (Chapter 6)                                |
| Oct 12  | Language (Chapter 6)                                |
| Oct 16  | <b>Test #2</b>                                      |
| Oct 18  | Non-verbal Communication (Chapter 7)                |
| Oct 19  | No class: Non-Instructional Day                     |
| Oct 23  | Non-verbal Communication (Chapter 7)                |
| Oct 25  | Dynamics of Interpersonal Relationships (Chapter 8) |
| Oct 26  | Dynamics of Interpersonal Relationships (Chapter 8) |
| Oct 30  | Communication Climate (Chapter 9)                   |
| Nov 1   | Communication Climate (Chapter 9)                   |
| Nov 2   | <b>Test #3</b>                                      |
| Nov 6   | Managing Conflict (Chapter 10)                      |
| Nov 8   | Managing Conflict (Chapter 10)                      |
| Nov 9   | Communicating with Family (Chapter 11)              |
| Nov 13  | Communicating with Family (Chapter 11)              |
| Nov 15  | Work, Group, and Team Communication (Chapter 12)    |
| Nov 16  | Work, Group, and Team Communication (Chapter 12)    |
| Nov 20  | Group Presentations                                 |
| Nov 22  | Group Presentations                                 |
| Nov 23  | No class: Non-Instructional Day                     |
| Nov 27  | <b>Test #4</b>                                      |

**\*\*Note: This schedule is tentative and any changes will be discussed in class.**

#### 5. Basis of Student Assessment (Weighting)

|                                    |            |
|------------------------------------|------------|
| Test #1                            | 15%        |
| Test #2                            | 15%        |
| Test #3                            | 15%        |
| Test #4                            | 15%        |
| In Class Participation/Assignments | 20%        |
| Audio Transcription                | 10%        |
| Group Presentation                 | <u>10%</u> |
|                                    | 100%       |

#### **Tests (60% course grade):**

There will be four tests in this course. The first test will cover Chapters 1, 2, & 3 (worth 15%). The second test will cover Chapters 4, 5, & 6 (worth 15%). The third test will cover Chapters 7, 8, & 9 (worth 15%) and the last test will cover Chapters 10, 11 & 12 (worth 15%). All tests are based on information from the lectures and textbook. These tests will consist of multiple choice and short answer questions.

**MAKE-UP TESTS WILL ONLY BE ALLOWED WITH PROPER DOCUMENTATION. YOU MUST CONTACT THE INSTRUCTOR, AND PROVIDE DOCUMENTATION, WITHIN 7 DAYS OF THE MISSED TEST DATE TO BE ELIGIBLE FOR THE MAKE-UP TEST.**

**In Class Participation/Assignments (20% of course grade):**

As an interpersonal relations course, an important part of learning involves exploration of material through class discussion. Although not all students may feel comfortable contributing in a larger group setting, there will also be opportunities for student to feel more comfortable in smaller group discussions. It is important that students have read the assigned chapters before class and feel prepared to share their thoughts on the material.

Participation will be evaluated based on class attendance and quality of meaningful contributions in class. Students are expected to attend at least 80% of the class to receive full marks. There will be no opportunities to make up these points as you can occasionally miss a class and still receive the full 20%. The quality, not quantity, of students' contributions is essential for participation. Quality contributions might look like offering thoughtful comments on issues and theory, asking questions that move the discussion forwards, as well as building on the comments of others.

There will be short assignments to be completed within class with the purpose of applying the skills and ideas of the course. Working in pairs and/or groups of three, students will participate in short listening exercises involving recording their dialogue, transcribing the dialogue and then writing an analysis of the dialogue. These short assignments will be graded as satisfactory or unsatisfactory.

**Group Presentation (10% of course grade):**

In teams of 3 to 4 students, groups will make a PowerPoint presentation on a current topic discussed in class. To illustrate the aspect of interpersonal communication, role plays will be an essential part of the presentation. Presentation details will be discussed in class and guidelines will be provided on the course site. Groups will be formed by October 5<sup>th</sup> and time in class will be devoted to group work.

**Audio Transcript (10% of course grade):**

In dyads, you are to conduct a twenty minute interview to demonstrate your skill performance: perception checking, paraphrasing, open questioning, and empathy, as the role of Active Listener. Further details will be provided in class.

**LATE WORK WILL ONLY BE ACCEPTED IN EXTREME CASES. PLEASE SCHEDULE YOUR TIME TO MEET ALL DUE DATES.**

## **6. Grading System**

- Standard Grading System (GPA)  
 Competency Based Grading System

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

### STUDENT CONDUCT POLICY

There is a Student Conduct Policy which includes plagiarism. It is the student's responsibility to become familiar with the contents of this policy. The policy is available on the College web site in the Policy Section.

## 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. |