



CAMOSUN COLLEGE
School of Arts & Science
Department of Psychology

PSYC-154-X06
Interpersonal Skills
Fall 2019

COURSE OUTLINE

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.

1. Instructor Information

- (a) **Instructor** Arloene Burak, M.Sc. _____
- (b) **Office hours** 1 hour before class and by appointment _____
- (c) **Location** _____
- (d) **Phone** Email only _____ **Alternative:** _____
- (e) **E-mail** Buraka@camosun.bc.ca _____
- (f) **Website** _____

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 II, R.F. & Winder, C. (2016). Interplay: The Process of Interpersonal Communications, 3rd Canadian Edition.

4. Course Content and Schedule

This course provides an examination of theory on interpersonal communication and an opportunity to implement the theory into practice. Students will explore material during lectures and class discussions as well as practice specific skills in a series of structured exercises involving pairs and groups in a safe and supportive environment. At the completion of this course, students should have

an increased understanding of communication theory as well as the opportunity to develop effective interpersonal skills and self-awareness.

Course Website

The PSYC 154 website will be accessible through the Camosun D2L system. This site includes an online copy of the course outline, lecture notes, assignments, and other course information (<http://online.camosun.ca/>)

PSYC 154 – TIMETABLE – FALL 2019

September 3 rd	Introduction Reading: Interpersonal Process (Chapter 1)
September 10 th	Reading: Communication and the Self (Chapter 2)
September 17 th	Reading: Perceiving Others (Chapter 3)
September 24 th	Quiz #1 (Chapter 1, 2, & 3) <i>Organize Presentations</i>
October 1 st	Reading: Emotions (Chapter 4)
October 8 th	Reading: Listening (Chapter 5)
October 15 th	Reading: Language (Chapter 6)
October 22 nd	Quiz #2 (Chapters 4, 5, & 6) Reading: Nonverbal Communication (chapter 7)
October 29 th	Reading: Dynamics of Interpersonal Relationships (Chapter 8)
November 5 th	Reading: Communication Climate (Chapter 9)
November 12 th	Quiz #3 (Chapter 7, 8, & 9) Managing Conflict (Chapter 10)
November 19 th	Communicating with Family (Chapter 11)
November 26 th	Reading: Work, Group, and Team Communication (Chapter 12)
December 3 rd	Quiz #4 (10, 11, & 12) <i>Journal Due in Class</i>

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

5. Basis of Student Assessment (Weighting)

Quiz #1	15%
Quiz #2	15%
Quiz #3	15%
Quiz #4	15%
In Class Participation/Assignments	10%
Reflection Journal	10%
Group Presentation	20%

Quizzes (60% course grade):

There will be four quizzes in this course. The first quiz will cover Chapters 1, 2, & 3 (worth 15%). The second quiz will cover Chapters 4, 5, & 6 (worth 15%). The third quiz will cover Chapters 7, 8, & 9 (worth 15%) and the last quiz will cover Chapters 10, 11, & 12 (worth 15%). All quizzes are based on information from the lectures and textbook. These quizzes will consist of multiple choice and short answer questions. The best 3 of 4 quizzes will comprise the 60%.

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

In Class Participation/Assignments (10% 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 students 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 80%. 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 also be short assignments to be completed within class with the purpose of applying the skills and ideas of the course. Students will have the option to work in pairs and/or groups of three. Topics will be covered in class and skills will include demonstrating active listening skills such as perception checking, paraphrasing, open questioning, and empathy. These short assignments will be graded as Satisfactory (S) or Unsatisfactory (U).

Reflection Journal (10% of course grade):

Students will keep a journal with one journal entry per week, in response to the topics covered in the class, TO A MINIMUM OF 10 ENTRIES. Entries should be at least 100 words, double-spaced and typed, although neat handwriting will be acceptable. Reflection journals are an opportunity to describe one's reaction to the topics and critique one or two points. Specific reflection questions will be offered in class and students will be invited to reflect on and integrate the concepts with their personal experience. The journal will be due in class on December 3rd.

Group Presentation (20% of course grade):

In teams of 2 to 3 students, groups will make a PowerPoint presentation on a current topic discussed in class. You are welcome to use PowerPoint or other presentation medium. To illustrate the aspect of interpersonal communication, role plays and class activities 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 1st and time in class will be devoted to group work.

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

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.