



CAMOSUN COLLEGE
School of Arts & Science
Department of Psychology

PSYC-154-004
Interpersonal Skills
Fall 2020

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 | Cate Pelling, MA, R.C.C. |
| (b) Office Hrs | Monday 11:30 am – 12:30 pm; Tuesday 10:30 am – 11:30 am Thursday 1:30 pm – 2:30 pm |
| (c) Location | F308B |
| (d) Phone | 250-370-3308 Alternative: _____ |
| (e) E-mail | Pellingc@camosun.bc.ca |

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) Text: Adler, R.B., Rosenfeld, L.B., Proctor II, R.F. & Winder, C. (2016). Interplay: The Process of Interpersonal Communication, 4th Canadian Edition
- (b) Other: D2L content

4. Course Content and Schedule

The ability to implement communication theory into practice is the primary objective of this course. In order to accomplish this, students will complete readings from the text, participate in class discussions, and practice new skills in a series of structured exercises involving pairs and groups.

Class time will be divided among lecture (theory), group activities (application) and course exercises (skill development). See page 7 for the weekly schedule.

5. Basis of Student Assessment (Weighting)

| | | |
|-----------------|------------------------|-----|
| Lab assignments | (four of six) | 20% |
| Quizzes | (four of five) | 20% |
| Tests | midterm and final exam | 45% |
| Projects | two projects, 5% each | 10% |
| Participation | | 5% |

I. Quizzes 20%

A short quiz will be given after every other chapter reading. Quizzes ensure students keep up with the text material. There are **NO** make-up quizzes. The best four of five quizzes comprise twenty percent of the final mark. A student may miss one quiz without their grade being affected.

II. Tests 45%

The midterm and final exam make up forty-five percent of the final grade. The midterm is worth 20% of the final grade and the final exam is worth 25% of the final grade. Both tests are comprised of multiple choice, T/F, matching, and short answer questions as well as applied exercises based on class activities. Tests provide an opportunity for students to demonstrate their conceptual understanding of course content. The midterm covers material in chapters one through six. The final exam covers material in chapters seven through ten (covered since the midterm).

III. Audiotape/Transcription projects (in-class) 10%

Working with a partner, students will participate in a 5 minute listening exercise. Students will record their dialogue, transcribe the dialogue and then write an analysis of the dialogue. There will be two transcription projects in the term, each worth 5%

IV Participation

5%

- attendance and contributing to the discussion board
- being mindful of others and demonstrating respect for the learning environment
- effective communication skills
- being prepared for class (course reading, D2L content, case scenario exercises)

V. Lab Assignments

20%

(5% each) Students pick **FOUR** of the six labs

Purpose: To apply the skills and ideas of the course
Length: approximately 400 words (please include a word count)
Due: at the start of class.

Labs must be typewritten. Handwritten labs will not be accepted. ***A hard copy is required for marking purposes.***

Late assignments will be penalized 3% per day. Assignments submitted more than a week after the due date will not be accepted unless there is a documented reason for the late submission and the student communicated with the instructor in a timely fashion.

6. Grading System

- Standard Grading System (GPA)
 Competency Based Grading System

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. |

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

LEARNING SUPPORT AND SERVICES FOR STUDENTS

There are a variety of services available for students to assist them throughout their learning. This information is available in the College calendar, at Student Services, or the College web site at camosun.ca.

STUDENT CONDUCT POLICY

There is a **Student Conduct Policy which includes plagiarism**. The policy outlines the rights and responsibilities of students. It is the student's responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, at Student Services, and the College web site in the Policy Section.

| | |
|--|---|
| College Policies | Camosun has policies on grading, academic offences, resolution procedures, and consequent sanctions. Please familiarize yourself with these policies (see 2017-2018 College calendar) |
| Attendance, assignments (i.e. papers) and exams | <p>Attendance is important because it keeps you in contact with the course materials and any changes that may occur throughout the semester.</p> <p>A missed exam or assignment will result in a mark of zero. Unfortunately, make-up exams will not be offered unless there is a serious medical or compassionate reason that you would like considered. Contact the instructor before the test or due date.</p> <p>Time management issues and competing priorities are NOT sufficient reasons. Documentation to support your claim is always required (i.e. physician's note explaining why you could not attend the exam).</p> <p>A reduction in assignment/exam grade may also apply, depending on the situation. The instructor will determine the alternate exam date/time as required.</p> |

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.

COURSE SCHEDULE

| Class | Topic | Readings | Due |
|--------------|--|-----------------|--------------------------|
| Sept 10 | Introduction | | |
| Sept 17 | Interpersonal Relationships | Chapter 1 | Lab #1 |
| Sept 24 | Communication/Self | Chapter 2 | |
| <hr/> | | | |
| Oct 1 | Perception | Chapter 3 | Quiz #1 |
| Oct 8 | Emotions | Chapter 4 | Quiz #2 Lab #2 |
| Oct 15 | Language | Chapters 6 | Lab #3 |
| Oct 22 | Midterm (Chapters 1, 2, 3, 4 & 6) | | |
| Oct 29 | Nonverbal Communication | Chapter 7 | |
| <hr/> | | | |
| Nov 5 | Listening | Chapter 5 | Quiz #3 Transcript #1 |
| Nov 12 | Listening | Chapter 5 | Transcript #2 |
| Nov 19 | Dynamics of Interpersonal Relationships | Chapter 8 | Quiz #4 Lab #4 |
| Nov 26 | Communication Climate | Chapter 9 | Quiz #5 |
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| Dec 3 | Managing Conflict | Chapter 10 | Lab #5 |
| Dec 10 | Managing Conflict Final Exam Review | Chapter 10 | Lab #6 |

Final Exam (Chapters 5, 7, 8, 9 & 10) ~ during the final exam period

Important dates and assignment marks are posted weekly on D2L.