



CAMOSUN COLLEGE
School of Arts & Science
Department of Psychology

PSYC-154-D01
Interpersonal Skills
May-June 2021
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:	Bev Lenihan		
(b)	Office Hours:	Email or/and meet online in Collaborate (please see schedule)		
(c)	Location:	D2L asynchronously: All course materials posted in D2L Collaborate synchronously: Monday/Wednesday 9:30-10:30		
(d)	Phone:	250-370-3200	Leave voice message with phone number	
(e)	Email:	lenihan@camosun.bc.ca * only use this address for emails please.		

2. Intended Learning Outcomes

Upon completion of this course the 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 behaviors.

3. Required Materials

E-Text	Adler, R.B., Rollis, J.A., and Proctor II, R. (2020) LOOKING OUT, LOOKING IN. 4 th . Canadian Edition. Nelson Education Ltd.
MindTap	https://login.nelsonbrain.com/course/MTPN-CHRO-9S34 Purchase digital textbook with MindTap. Register with MindTap tools.
Bookstore	https://www.camosuncollegebookstore.ca/buy_access_codes.asp ISBN: 9780176881399 E-book with MindTap
D2L student tutorials	https://elearningtutorialscamosun.opened.ca/

All course D2L information and material are posted at the start of the semester, in D2L. Access and upfront chapter notes, pre-audio recordings, videos, assignments, and chapter quizzes provide opportunities for students to be self-paced, as long as all due dates are met (asynchronously online and synchronously Monday/Wednesday).

Each student's course participation is tracked in D2L. Students' accessing all course material in D2L supports their meeting the course learning outcomes. Additionally, there are two collaborate seminars each week. Virtual online seminars provide a presence to elaborate and discuss course material. Students join collaborate on Monday and Wednesday 9:30-10:30, add to lecture notes, interact in break out rooms, and then, link to D2L to write weekly 15 minutes quizzes.

Course minimum required time: Asynchronously for all course materials. Synchronously in Collaborate join session on Monday and Wednesday starting at 9:30 and ending at 10:30. Come to the seminar prepared: read chapter and full lecture notes and listened to audio and video recordings. Following collaborate seminar, move into D2L in Tool menu and write and submit a chapter quiz (15 minutes).

Instructor Availability: Please see summer instructor schedule. **Email or and arrange to meet in collaborate.** During this remote educational delivery, offering flexibility and accommodation is primary. This is an evolving process that requires strong and ongoing communication with the instructor, along with the best study practices. Email or join an online collaborate office meeting for any questions or further clarification.

4. Basis of Student Assessment (Weighting)

A	Transcript Analysis	Transcript analysis questions: June 16	10%
	Assignment	Ten Reflection videos (see schedule) Chapters 3-10 https://login.nelsonbrain.com/course/MTPN-CHRQ-9S3	20%
B	Ten Quizzes	Best 9 of 10 Quizzes weekly (see schedule)	36%
C	One Exam	Final Exam date TBA between. June 21-23	18%
D	Four Discussion Posts	<ol style="list-style-type: none"> Four discussion forums, each with two topics of which One is responded to and a thread is created to fellow students. Due dates: May 10th, May 12th, May 17th, and June 14th 	16%

5. Attendance, Transcript Analysis Questions, Assignment 10 Reflections, Quizzes, Discussion Posts, and Final Examination date TBA: June 21-23.

A. Attendance:

Students registered and waitlisted will receive an email one week prior to the start of class. Be sure to reply to this email confirming your interest in this course. If you're registered your seat will be reserved and if you're waitlisted, your name will remain on list until a seat becomes available. **No email reply by May 03 means the opportunity to register for the course is lost.**

B. Transcript Analysis Questions in (d2L) a transcript of a dyad listener and speaker is provided. The listener demonstrates skills and roadblocks and students are to analysis these by completing a series of questions. These questions are set up as a quiz and students write in quizzes on Wednesday, **June 16, worth 10% of course.**

C. Ten Reflections including ten videos in MindTap and ten reflection activities in D2L. MindTap: to register for this electronic student resource: <https://login.nelsonbrain.com/course/MTPN-CHRQ-9S34>. Students' view the video in MindTap and then complete a reflection activity on the same video in D2L. Video viewings and reflection activities are due prior to the writing of chapter quizzes. Videos are on the skills covered in textbook chapters 3-10. Each of the 10 reflections are worth 2% for a **total of 20% of course.**

D. Weekly Quizzes: There are weekly chapter quizzes that comprise 10 multiple choice and 10 true and false questions. The purpose is to ensure the student keeps up with the reading text material. There are NO makeup quizzes. **Quizzes are scheduled the last 15 minutes of seminar.** During quizzes if there are any technical difficulties either email: lenihan@camosun.bc.ca or we can meet in collaborate. The best scores on nine of ten quizzes **comprise 36% of course=4% each quiz.**

E. Discussion Posts: There are four discussion forums. Students are responsible for responding to one of the topics in each forum. Students are expected to provide a post and then a respond to a fellow student's response for each of

the four forums. A marking rubric is included to guide students' responses and evaluations. There are four forums, each worth 4%. **Total worth 16% of course.**

E. Final Examination:

There is a final examination on chapters one through ten. This exam comprises multiply choice questions, similar to questions on the weekly chapter quizzes. Online final exam will be set up 15 minutes ahead of schedule, in order to login on D2L and ensure all devices are working and connected to WIFI. Email me any of your questions or technical difficulties during the writing of the final examination or we can meet in collaborate. Final exam date is **during scheduled examination week, June 21-23, and it is worth 18%.**

6. Grading System

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

7. Camosun College Supports

- [Campus Security](#) (Lansdowne: 250-370-3041 | Interurban: 250-370-3889) If no answer call 250 370 3075
- [Camosun International](#) (Lansdowne: 250-370-3681 | Interurban: 250-370-4812)
- [Counselling Services](#) (Lansdowne: 250-370-3571 | Interurban: 250-370-4925)
- [Centre for Accessible Learning](#) (Lansdowne: 250-370-3312 | Interurban: 250-370-4049)
- [Eye? Sqâ'lewen - Centre for Indigenous Education & Community Connections](#) (Lansdowne: 250-370-3299 | Interurban: 250-370-4870 or 250-370-3299)
- [Office of Student Support](#) (Lansdowne: 250-370-3046 | Interurban: 250-370-3841)

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, and Course Withdrawals. Standards for Awarding Credentials, Involuntary Health and Safety Leave of Absence, Prior Learning Assessment, Medical/Compassionate Withdrawal, Sexual Violence, Student Ancillary Fees, Academic Integrity, Grade Review & Appeals,

Student Misconduct and Academic Accommodations for Students with Disabilities 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.

3. 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.
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Students Rights and Responsibilities

1. If struggling to write or meet due dates of an assignments, discussion post, or chapter quiz, contact me prior to due dates. Any request for rescheduling or requesting an extension is to be made in writing.
2. Any work copied, plagiarized, or fabricated will automatically receive an “F” grade. All work submitted is referenced according to APA 7th edition guidelines and includes a title page and reference page. Please see sample of each on D2L in course information and material.
3. Recordings are stored on a Canadian server in D2L. Students may NOT make an audio or video recording of any person without his or her prior consent. Information on pre-audio recordings is considered copyright material. Students may not use recordings without prior permission of the instructor. Recordings are prohibited from being made and distributed, in part or in full. This pertains to chapter audio recordings and online collaborate sessions.
4. There is no provision for additional or bonus work at the end of the course. If unsatisfied with any grade, students are encouraged to review with the instructor, throughout the semester.
5. Any review may result in the same grade, a lower grade, or a higher grade.
6. Be sure to discuss your grade with instructor within two days of grades posted on D2L, before grades are posted to MyCamosun.

Course Content and Course Schedule

Thursday Collaborate Seminars & Due Dates	Course Topics	Chapter Readings	Chapter Quizzes	Discussion Posts	Reflections & Transcript Analysis Questions
May 03	Course Overview				
May 05	Introduction		Pretest		
May 10	Interpersonal	Chapter 1	Two	One	
May 12	Perception	Chapter 3	Three	Two	Reflection#1 Reflection#2
May 17	Emotions	Chapter 4	Four	Three	Reflection#3 Reflection#4
May 19	Language	Chapter 5			Reflection#5
May 26	Non-Verbal	Chapter 6	Five		Reflection#6
May 31	Communication Self	Chapter 2	Six		
June 02	Listening	Chapter 7	Seven		Reflection#7
June 07	Relational Dynamics	Chapter 8	Eight		Reflection#8
June 09	Improving Climate	Chapter 9	Nine		Reflection#9
June 14	Managing Conflict	Chapter 10	Ten	Four	Reflection#10
June 16	Course Review	Chapters 1-10			Transcript Analysis Questions

***June 21-23 TBA Final Examination.**

***Please find the following in My Tools in D2L Navigation Bar:**

- 1. Quizzes: Weekly Quizzes, Transcript Analysis Questions, and Final Examination**
 - 2. Discussion: Discussion Posts**
 - 3. Assignment: Reflections based on Videos in Mind Tap**
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