A.   Division: **Education**   Effective Date: **January 2007**

B.   Department / Program Area: **Faculty of Child, Family and Community Studies** *Classroom and Community Support*

Revision ☐   New Course ☐   **X**

If Revision, Section(s) Revised:
Date of Previous Revision:
Date of Current Revision:

C: **CCSD 1220**   D: **Working with Others**   E: **3**

Subject & Course No.	Descriptive Title	Semester Credits

F: Calendar Description:

This methods course emphasizes the development of communication versatility in working with people. Students will explore and apply interpersonal and facilitation skills such as information gathering, perception checking, goal setting, active listening, assertiveness and conflict resolution. Models that promote awareness of self and others, and cultural sensitivity will be presented for examination and application to practice.

G: Allocation of Contact Hours to Type of Instruction / Learning Settings

Primary Methods of Instructional Delivery and/or Learning Settings:

Lecture

Number of Contact Hours: (per week / semester for each descriptor)

60 hours

Number of Weeks per Semester:

Flexible delivery ranging over 1 to 15 weeks

H: Course Prerequisites:

None

I: Course Corequisites:

None

J: Course for which this Course is a Prerequisite

CCSD 2340

K: Maximum Class Size:

30

L: PLEASE INDICATE: **Block Transfer**

☐   Non-Credit

☐   College Credit Non-Transfer

X   College Credit Transfer:

SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bctransferguide.ca)

M: Course Objectives / Learning Outcomes
       Upon successful completion of this course, the student will be able to:

1. **Describe and apply theories of effective interpersonal communication across a variety of contexts.**
   - **Describe key theories and essential elements of effective communication**
   - **Listen actively to colleagues in a classroom context**
   - **Accurately reflect content and relational messages**
   - **Explain the impact of relationship and context on communication**
   - **Consider the significance of culture in interpersonal communication**
2. **Examine interpersonal communication style.**
   - **Assess own communication style using a variety of methods**
   - **Consider an area of own communication for development**
   - **Design a plan to address this area of communication**
   - **Implement a plan to address this area of communication**
   - **Write an analysis of the plan and its outcome**
   - **Interpret the significance of own culture and communication style**
3. **Consider assertiveness and conflict resolution as significant elements of communication.**
   - **Describe elements of assertiveness**
   - **Explain typical barriers to assertive communication**
   - **Describe at least one model of conflict resolution**
   - **Analyze the relationship between assertiveness and conflict resolution**
   - **Explore cultural implications in understanding assertiveness and addressing conflict**
4. **Apply basic principles of feedback in several communication contexts.**
   - **Explain at least one model for offering feedback**
   - **Provide feedback to colleagues**
   - **Consider feedback from colleagues, instructors and field experience**
   - **Integrate feedback and experience into practice**
   - **Incorporate feedback in self assessment**

N: Course Content:
       The following global ideas guide the design and delivery of this course:

- **Working relationships are effective when**
  - **stakeholders are involved**
  - **practitioners develop and maintain caring and respectful relationships based on non judgmental listening, reflection and effective feedback**
  - **clear boundaries are maintained**
  - **there is a climate of trust and safety**
  - **there is clarity regarding the role and purpose of the relationship**
- **Individuals reach adulthood with communication styles which have effectively served them. It is important to examine communication style and skills for effectiveness in developing satisfying interpersonal and working relationships.**
- **Conflict is a natural part of interpersonal relationships. It provides an opportunity for self-discovery, creative communication, increased intimacy, problem resolution and personal growth.**
- **Practitioners must recognize their personal style of interacting with others and, building on that style, develop appropriate and effective skills for communicating with others in the workplace. This requires versatility, flexibility, sound judgment, and sensitivity.**
- **When working with others, it is necessary to have effective communication skills, appropriate assertiveness skills, understanding of cultural diversity, and respect for the rights of self and others. This includes the ability to reflect on events, to talk about feelings, to set boundaries and to advocate for self and others.**

O: Methods of Instruction

- **Lecture**
- **Group work**
- **Student Presentations**
- **Guest Speakers**
- **Audio-visual Presentations**

P: Textbooks and Materials to be Purchased by Students

T.B.A.

Q: Means of Assessment: This course will conform to Douglas College policy regarding the number and weighting of evaluations. Typical means of evaluation would include a combination of:

- **Written research papers**
- **Group Presentations**
- **Demonstration of Skills**
- **Participation**
- **Self and Peer Assessment**

R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR. If not available for PLAR, please provide rationale.

This course is available for PLAR.

Course Designer(s): **Richard Norman/Colleen Murphy**   Education Council / Curriculum Committee Representative

Dean: **Jan Carrie**   Registrar