



# Douglas College

## COURSE INFORMATION

A: Division: INSTRUCTIONAL

Date: NOVEMBER, 1997

B: Faculty: LANGUAGE, LITERATURE & PERFORMING ARTS

New Course:

Revision of Course JUNE 1996

Information Form: X

C: CMNS 216

**D: INTERPERSONAL SKILLS FOR THE WORKPLACE** E: 3

Subject and Course Number	Descriptive Title	Semester Credit					
<p><b>F: Calendar Description:</b> Interpersonal communication impacts almost every aspect of working life, yet it is an often overlooked element of job preparation. This highly interactive course provides students with an understanding of the interpersonal skills required to develop effective relationships in the workplace. Core components of the course include verbal and non-verbal communication, conflict resolution, group dynamics and professional/ethical conduct. Course work may also include instruction in oral presentations, interviews and meetings.</p>							
<p>Summary of Revisions: (date &amp; section) 95.06 - F,N,O,P,Q,R, 97.11 - B,J,O,P</p>							
<p><b>G: Type of instruction: Hrs per week</b></p> <p>Lecture: 2 hrs Laboratory: hrs Seminar: 2 hrs Clinical Experience: hrs Field Experience: hrs Practicum: hrs Shop: hrs Studio: hrs Student Directed Learning: hrs Other (specify) hrs Total: 4 hrs</p>	<p><b>H: Course Prerequisites</b> NONE</p>						
	<p><b>I: Course Corequisites</b> NONE</p>						
	<p><b>J: Course for which this Course is a Prerequisite</b> NONE</p>						
	<p><b>K: Maximum Class Size:</b> 20</p>						
	<table border="1"> <tr> <td><b>M: Transfer Credit</b></td> <td>Requested</td> <td></td> </tr> <tr> <td></td> <td>Granted:</td> <td>x</td> </tr> </table>		<b>M: Transfer Credit</b>	Requested			Granted:
<b>M: Transfer Credit</b>	Requested						
	Granted:	x					
<p><b>L: College Credit Transfer</b> x</p> <p>College Credit Non-Transfer</p> <p>Non-Credit</p>	<p>Specify Course Equivalents or Unassigned Credit as appropriate:</p> <p>UBC: ENGL 2nd(3) WITH CMNS 118 &amp; 218 SFU: CMNS (3) - CMNS 216 &amp; PRFU 370 U Vic: PSYC 200 level (1.5) Other: SEE B.C. TRANSFER GUIDE</p>						

*Hal Gray*  
Coordinator  
Course Designer(s)

*L. McCall*  
Faculty Dean

*[Signature]*  
Vice-President

*P. H. [Signature]*  
Registrar

## N. Textbooks and Materials to be Purchased by Students:

**Sample Reading List:**

**Adler, R. Communicating at work: Principles and practices for business and the professions (4th ed.). New York: McGraw-Hill, 1992.**

**Adler, R. and Towne, N. Looking out, looking in (7th ed.). New York: Harcourt Brace Jovanovich, 1993.**

**Myers, M. and Myers, G. The Dynamics of Human Communication: A Laboratory Approach (6th ed.). New York: McGraw-Hill, 1992.**

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**O: COURSE OBJECTIVES**

Communications 216 has been developed to meet the oral and interpersonal communications requirements of specific programs at Douglas College.

**General:**

By the end of the course, students will demonstrate increased abilities to use appropriate and effective interpersonal communication skills in a variety of workplace contexts.

**Specific:**

By the end of the course, students will have gained an appreciation of:

1. the stages of group development
2. functional roles of group members
3. strategies for building an effective group
4. the dynamics of human communication
5. differences between facilitative and non-facilitative communication.

By the end of the course, students will demonstrate increased abilities to:

1. describe common roles and structures in groups
2. identify characteristics of effective groups
3. describe how values, perception and language influence communication
4. demonstrate effective verbal and non verbal behaviors in a variety of group settings, including one to one, small and large groups, telephone exchanges and interviews
5. demonstrate strategies for preventing, managing and resolving conflict

**COURSE OBJECTIVES - cont'd**

6. apply appropriate communication strategies in specific situations
7. deliver feedback in ethical and facilitative ways
8. identify styles of leadership
9. identify styles of decision making
10. recognize cultural variation in interpersonal communication
11. conduct effective interviews
12. plan and chair meetings.

**P: COURSE CONTENT**

**I Small Group Communication**

- a. Stages of Group Development
- b. Functional Roles of Group Members
- c. Characteristics of an Effective Group

**II Dynamics of Human Communication**

- a. Models and Definitions
- b. Principles of Interpersonal Communication
- c. Perception
- d. Values

**III Non Verbal Communication**

- a. Nature of Non Verbal Communication
- b. Value of Non Verbal Communication
- c. Functions of Non Verbal Communication
- d. Inter-relationships Between Verbal and Non Verbal Communication

**IV Verbal Communication**

**a. Facilitative Communication Behaviors**

Initiating contact, establishing rapport, listening for information and feelings, reflecting surface messages, recognizing underlying messages, recognizing differences between content and relationship elements in messages, using questions appropriately, developing assertiveness skills

b. Professional and Ethical Communication Behavior

Formulating and delivering facilitative positive and negative feedback

c. Non Facilitative Communication Behavior

Advising, judging, blaming, minimizing, inappropriate use of questions

d. Language

Myths about language, language as a social power, using language effectively

V. Conflict Resolution

- a. Definitions of Conflict
- b. Approaches to Conflict
- c. Verbal and Non Verbal Skills in Conflict Situations
- d. Problem Solving Skills

VI. Cultural Differences in Interpersonal Communication

- a. High and Low Context Cultures
- b. Individualism and Collectivism
- c. The Impact of Ethnocentrism
- d. Intercultural Communication Competence

VII. Meeting Skills

- a. Preparing an Agenda
- b. Organizing a Meeting
- c. Managing a Meeting

VIII. Oral Presentations

- a. Preparation
- b. Speech Delivery
- c. Use of Audio/Visual Aids

IX. Telephone Communication

- a. Preparing for Contact
- b. Appropriate Telephone Conduct
- c. Closure and Followup

- X. Interviews
  - a. Research Interviews
  - b. Employment Interviews
  - c. Conducting Effective Interviews
  - d. The Role of the Interviewee

### Q: METHOD OF INSTRUCTION

This course will emphasize learning through doing. Working individually or in small groups, students will be involved in the discussion, analysis and interpretation of interpersonal communication. They will practice the skills they are studying in simulated workplace settings and in role play situations. Role plays may be audio or video taped for the purposes of informed self-evaluation.

### R. COURSE EVALUATION

Given the differences in programs for which Communications 216 may be adapted, evaluation components may vary significantly. The following are two current examples of how components and marks have been designed for the course:

#### Communications for 216 for Print Futures

Description and Analysis of Group Behaviour	20%
Peer Interview and Analysis	15%
Description and Analysis of One to One Behaviour	25%
Skills Demonstration and Analysis	30%
Meeting Skills	<u>10%</u>
	100%

#### Communications 216 for Dispensing Opticians

Description and Analysis of Group Behaviour	20%
Description and Analysis of One to One Behaviour	20%
Oral Presentation	10%
Audio or Videotaped Skills Demonstrations	30%
Role Plays with Professional Actors	10%
Analytical Journal (analysis of communication strategies applied in the workplace)	<u>10%</u>
	100%