



COURSE OUTLINE

ELCC 125

INTERPERSONAL RELATIONSHIPS AND COMMUNICATION SKILLS

45 HOURS
3 CREDITS

PREPARED BY: Brooke Alsbury, Instructor DATE: March 16, 2015

APPROVED BY: ANDREW RICHARDSON, Dean DATE:

APPROVED BY ACADEMIC COUNCIL: May 25, 2015

RENEWED BY ACADEMIC COUNCIL:

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Yukon College
P.O. Box 2799
Whitehorse, YT
Y1A 5K4

INTERPERSONAL RELATIONSHIPS AND COMMUNICATION SKILLS

INSTRUCTOR: Laura Erickson **OFFICE HOURS:** n/a
OFFICE LOCATION: n/a **CLASSROOM:** Zoom number 250-000-863
E-MAIL: lerickson@yukoncollege.yk.ca **DAY:** Wednesdays 6:00-9:00 pm
TELEPHONE: (867) 332-4947 **DATES:** Sept 18 - Dec 11, 2019

COURSE DESCRIPTION

Through the use of self-reflection, theory, and experience, this course will help students develop effective communication skills for use in interpersonal relationships and team environments. The focus of skill development is for application to workplace environments, particularly in the North. Attention is given to the many influences and factors affecting interpersonal interactions and to the skills required to contribute to effective team processes.

PREREQUISITES

None. It is recommended that students have completed Grade 12, with English 12.

EQUIVALENCY OR TRANSFERABILITY

Please check the following link <http://www.yukoncollege.yk.ca/programs/info/ecl> for information about transferability of Early Learning and Child Care courses.

LEARNING OUTCOMES

Upon successful completion of the course, the student will

- Describe and critically analyze the components of effective interpersonal communication skills (PO 7)

- Demonstrate self-analysis and reflection to examine personal communication styles and the attitudes, beliefs, and values that underlie them (PO 7)
- Perform interpersonal communication skills to establish and enhance personal work-based relationships characterized by open and honest communication and effective conflict resolution in diverse environments (PO 7)
- Apply effective communication skills appropriate to purpose, audience and situation demonstrating an understanding of the differences in context of northern environments and First Nations cultures (PO 7)

COURSE FORMAT

This 45-hour course will be delivered in the classroom and/or blended delivery. Each lesson will include a variety of teaching/learning experiences. These strategies may include lecture, large and small discussion groups, in-class projects, experiences, simulations, role plays, observations, readings, audio-visual aids, guest speakers, and students' individual assignments.

Students will be asked to participate in team and group situations. The instructor will serve as a resource to the teams, offering feedback on effectiveness and assisting with group process.

ASSESSMENTS

Attendance and Participation

Much of the learning is done in the classroom. Students learn from each other, as well as from the instructor; therefore, attendance and appropriate participation are essential.

Students are expected to attend and participate in all classes, are expected to be actively involved in discussions, and must take responsibility for their own learning. Their personal experience and thoughts will provide much of the material for discussion; therefore, it is expected that students are prepared for classes by having completed the required readings, assignments and other assigned work. Emphasis will be placed on learning-by-doing and on personal reflection on individual experiences.

As stated in Yukon College's Academic Regulations: "Students in all program areas are expected to attend classes and will be informed of any specific attendance requirements for their course by their instructors at the beginning of the term." It is

the responsibility students to collect information from classmates if they are absent from all or a portion of a class. Students are responsible for obtaining handouts and completing assignments for any classes missed.

Professional behaviour is expected. If students expect to miss a class, students will communicate with their instructor ahead of time.

Note: If a student is absent from more than 10% of the course, the instructor may designate make-up assignment(s), which would be designed to demonstrate the student's understanding of content missed. This opportunity is at the discretion of the instructor and, if undertaken, will be accompanied by an assignment contract.

Assignments

Each assignment is designed to help students synthesize knowledge from class, readings, personal knowledge, and traditional knowledge to build greater understanding. Planned class discussions are enriched when students have completed assigned work at the appropriate time. Material from student assignments also plays an important role in helping the instructor design class activities and lectures to best suit the group of students; therefore, handing in assignments on the due dates is very important.

Assignments will be discussed at the beginning of the course and presented in writing with criteria clearly defined. All students are encouraged to contact the instructor if they have questions or concerns about assignments or their progress. In exceptional circumstances, students may discuss alternate arrangements with their instructor (such as late submission of assignments, etc.).

ALL assignments must also be submitted punctually. **5% will be deducted** for each calendar day that an assignment is late.

Please see additional comments about assignments in the assignment package.

EVALUATION

| Assignment Number | Topic | Grade |
|-------------------|---|-------|
| Assignment #1 | Communication Reflections Log | 40% |
| Assignment # 2 | Engagement and Demonstration of Communication Skills | 20% |
| Assignment # 3 | Video Recording and Written Plan Speaking and Listening | 20% |
| Assignment # 4 | Group Project | 20% |
| Total | | 100% |

REQUIRED TEXTBOOKS AND MATERIALS

Adler, R.B, Rosenfeld, L.B, Proctor, R.F. & Winder, C. (2012). *Interplay: The process of interpersonal communication* (4th ed.). New York, NK: Oxford University Press.

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/ Admissions & Registration web page.

PLAGIARISM

Plagiarism is a serious academic offence. Plagiarism occurs when students present the words of someone else as their own. Plagiarism can be the deliberate use of a whole piece of another person's writing, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material. Whenever the words, research or ideas of others are directly quoted or paraphrased, they must be documented according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Resubmitting a paper which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College.

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC) at (867) 668-8785 or lassist@yukoncollege.yk.ca.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon College recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukoncollege.yk.ca/yfnccr.

WRITING CENTRE

All students are encouraged to make the Writing Centre a regular part of the writing process for coursework. Located in Academic Support Centre - Room A2302, the Writing Centre offers half-hour writing coaching sessions to students of all writing abilities. Coaching sessions are available in person and through distance technologies (e.g., email plus Skype or phone). For further information or to book an appointment, visit the Centre's website: www.yukoncollege.yk.ca/student_info/pages/writing_centre.

TOPIC OUTLINE

| Module | TOPIC | READINGS |
|--------|--|------------|
| 1 | Overview of Course Introduction to Interpersonal Communication | |
| 2 | Interpersonal Process | Chapter 1 |
| 3 | Communication and Self | Chapter 2 |
| 4 | Perception | Chapter 3 |
| 5 | Emotions | Chapter 4 |
| 6 | Language | Chapter 6 |
| 7 | Non Verbal Communication | Chapter 7 |
| 8 | Listening Theory and Practice Part 1 | Chapter 5 |
| 9 | Listening Theory and Practice Part 2 | Chapter 5 |
| 10 | Communication Climates | Chapter 9 |
| 11 | Managing Conflicts Team Exercises | Chapter 10 |
| 12 | Managing Conflicts Team Exercises | Chapter 10 |
| 13 | Work, Group and Team Communication Group Role Play Presentations | Chapter 12 |
| 14 | Putting it all Together Course Evaluation and Course Closure | |