



COURSE OUTLINE

ELCC 125
INTERPERSONAL RELATIONSHIPS and COMMUNICATION
SKILLS

3 CREDITS

PREPARED BY: Sue Starks, Instructor/Coordinator Practical Nurse Program

DATE: August 28, 2020

APPROVED BY: Name, Title

DATE: Click or tap to enter a date

APPROVED BY SENATE: Click or tap to enter a date

RENEWED BY SENATE: Click or tap to enter a date



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INTERPERSONAL RELATIONSHIPS and COMMUNICATION SKILLS

INSTRUCTOR: Carrie Huffman	OFFICE HOURS:
OFFICE LOCATION:	CLASSROOM:
E-MAIL: chuffman@yukonu.ca	TIME:
TELEPHONE:	DATES:

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, and English 12

RELATED COURSE REQUIREMENTS

It is highly recommended that all students have access to a computer or other device and Internet to do their studies. The minimum specifications for a student device are as follows:

Requirement	Windows-based PC	Apple Mac/macOS-based PC
Operating System	Windows 10	macOS X
Web Browser	Firefox, Edge or Google Chrome	Firefox, Edge or Google Chrome
RAM/Memory	4 GB	4 GB
Storage	5 GB of available space	5 GB of available space

EQUIVALENCY OR TRANSFERABILITY

Listed in BC Transfer Guide

CAMO PSYC 154(3)
DOUG CCSD 1220(3)
LANG EDAS 1220(3)
UFV HSER 120 (3)

LEARNING OUTCOMES

Upon successful completion of the course, students will be able to...

- describe and critically analyse the components of effective interpersonal communication skills
- demonstrate self-analysis and reflection to examine personal communication styles and the attitudes, beliefs, and values that underlie them
- 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
- 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

COURSE FORMAT

This course will include 45 hours of online learning and videoconferencing. A combination of synchronous (virtual real-time class meetings through Zoom) and asynchronous (web-based via Moodle) learning activities are provided. Each lesson will include a variety of teaching-learning experiences. Learning activities may include but are not limited to facilitator-led learning, discussion groups, projects, experiences, simulations, role plays,

observations, readings, on-line exercises, 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 virtual 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 University'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." Students are responsible for collecting information from classmates if they are absent from all or a portion of a class, and for obtaining handouts and completing assignments for any classes missed.

Professional behavior 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.

A minimum grade of D is required to pass this course. However, your program may require a higher grade in this course for you to progress in the program or to meet your specific program completion requirements. **An overall minimum final mark for this course must be 64%, letter grade C, grade point value of 2.0 to pass this course.** Please consult with your program area or contact your program chair for further details.

A minimum Grade Point Average of 2.0 is required for graduation.

GRADE	PERCENTAGE	GRADE POINT	DESCRIPTION
A+	95-100	4.0	Exceptional: superior knowledge of subject matter
A	90-94	4.0	Excellent: outstanding knowledge of subject matter
A-	85-89	3.67	
B+	80-84	3.33	

APPLIED ARTS DIVISION
ELCC 125
Interpersonal Relationships and Communication Skills
3 Credits
Fall, 2020

B	75-79	3.0	Very Good: knowledge of subject matter generally mastered
B-	70-74	2.67	
C+	67-69	2.33	
C	64-66	2.0	Satisfactory/Acceptable: knowledge of subject matter adequately mastered
C-	60-63	1.67	
D+	57-59	1.33	
D	50-56	1.0	Minimal Pass
F	Less than 50	0.0	Fail: an unsatisfactory performance

EVALUATION

Assignment Number	Topic	Grade
Assignment #1	Communication Reflections Log	40%
Assignment # 2	Video Recording and Written Plan Speaking and Listening	30%
Assignment # 3	Group Project	30%
Total		100%

REQUIRED TEXTBOOKS AND MATERIAL

Adler, R.B, Rosenfeld, L.B, Proctor, R.F. & Winder, C. (2020). *Interplay: The process of interpersonal communication. Fifth Canadian edition.* Toronto: 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 a student submits work for credit that includes the words, ideas, or data of others, without citing the source from which the material is taken. Plagiarism can be the deliberate use of a whole piece of work, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Students may use sources which are public domain or licensed under Creative Commons; however, academic documentation standards must still be followed. Except with

explicit permission of the instructor, resubmitting work 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 University.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University 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 University program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukonu.ca/yfnccr.

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 University Academic Regulations (available on the Yukon University 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): lac@yukonu.ca.

TOPIC OUTLINE

Introduction to Interpersonal Communication
Interpersonal Process
Communication and Self
Perception
Emotions
Language
Non-verbal Communication
Listening Theory and Practice – Part 1 & 2
Communication Climates
Managing Conflicts Team Exercises
Work, Group and Team Communications

Putting it all Together
