

# COMM 218Z : INTERPERSONAL COMMUNICATION

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## Transcript title

Interpersonal Communication

## Credits

4

## Grading mode

Standard letter grades

## Total contact hours

40

## Lecture hours

40

## Course Description

Increases the knowledge and use of competent communication skills to better understand oneself, others, and the role of communication in interpersonal relationships, including those in the workplace.

## Course learning outcomes

1. Describe how culture, identity, perception, biases, and power influence the communication process.
2. Recognize and analyze interpersonal communication concepts (e.g., ethics, verbal and nonverbal communication, listening, emotions, and conflict).
3. Assess one's own interpersonal skills to become more competent in a variety of relational contexts.
4. Apply foundational concepts and theories to interpersonal communication.

## Content outline

Interpersonal communication is the complex process through which people produce, interpret and coordinate messages to create shared meanings, achieve social and workplace goals, manage personal identity and carry out relationships at home, in the workplace, and in the world at large.

1. Principles, Contexts and Characteristics of Interpersonal Communication
2. Interpersonal Communication Competence
3. Social Cognition of self and others, self-image, self-esteem
4. Perception checks, empathic responsiveness, behavioral flexibility
5. Emotion: Describing, displaying, communicating, decoding
6. Effective and ineffective conflict management and resolution
7. Prosocial communication skills
8. Intercultural communication
9. Active listening: theory and practice
10. Effective application of communication theory into practice in students' personal, public, and workplace lives

## Required materials

Required textbook. Additional supplies for creative project or service-learning project may be needed, not to exceed a cost of \$50.

## General education/Related instruction lists

- Human Relations
- Oral Communication