



Course Syllabus

Speech 2200: Interpersonal Communication

Division of Arts and Sciences

Class Days: Interpersonal Communication

Class Time:

Location: Classroom:

Laboratory:

Credit Hours: 3

Contact Hours: 3

Lab Hours: 0

Lecture Hours: 3

Instructor:

Office Location:

Phone:

Email Address:

Office Hours:

Division Office/Location: A202

Division Fax: 419/ 355-1248

Full-time Contact Person: Steve Mohr

Phone(s): 419/334-8400 x411

Course Description:

Interpersonal Communication concerns the study and practice of how communication affects relationships in everyday situations, with a special emphasis on workplace relationships, ranging from employee/employer, employee/employee, health care provider/patient and business person/client. Through role playing, small group, and individual presentations, this course provides students with practical skills necessary to analyze and solve communication problems. It emphasizes interpersonal verbal and non verbal behaviors and includes practice in the articulation of ideas and feelings. Emphasis is also placed on listening and response techniques, as well as on role relationships.

Prerequisite(s): College level reading (determined by Compass test score)

Co-requisite(s): ENG 1020 or 1050

Entry Level Skills and Knowledge: See "Prerequisites"

Required Texts, Supplies and Equipment:

Beebe, Steven, Susan J Beebe and Mark V. Redmond. Interpersonal Communication: Relating to Others, 4th Ed. Boston: Pearson, 2005.

Redmond, Mark V. Skillbuilder Workshop for Beebe, Beebe, and Redmond, Interpersonal Communication: Relating to Others, 4th ed. Boston: Pearson, 2005.

Grading:

Exams : midterm and final	2 @ 100 points each.....	200 points
Skills Demonstrations:	4 @ 50 points each.....	200 points
Final presentation and research:		<u>100 points</u>
	Total:	500 points

Each grade level represents ten percent of the maximum points for the semester; therefore, an "A" equals 500-450 points, a "B" equals 400-449, etc. Individual exams, skill demonstrations and final presentation and research follow the same grade increment scale.

Learning Outcomes:

At the completion of the course, students will be able to:

1. identify components and goals of the communication process and employ strategies to improve interpersonal communication,
2. identify how the assessment and development of self affects communication,
3. explain the interpersonal communication perception process and employ strategies to improve perception,
4. describe the functions of verbal and non verbal communication in interpersonal relationships and formulate a strategy for improving interpretation of verbal and nonverbal messages,
5. identify the elements of the listening process and employ skills for listening improvement,
6. identify stages and strategies for effective conflict resolution,
7. identify effective interpersonal communication skills for initiating, escalating, maintaining and terminating relationships,
8. discuss various perspectives on interpersonal relationships within the family, among friends, and between colleagues in various communication settings.

Assessment of Student Learning:

This course may include a project that is one of several that will be used by faculty to assess student academic performance in the program. A panel of faculty will review all (projects or whatever assessment activity you are doing), then assess and summarize the academic performance of students at this point in the program. The results of this assessment will be shared among the department faculty, used to identify needed changes or improvements, and submitted to the Student Academic Assessment Committee as part of the college's overall student academic assessment effort.

Assessment Project and Measurement in course (if any): N/A

Plan of Work:

Week 1

- Introduction to interpersonal communication
 - definitions principles and issues of communication competence

Week 2

- "Self" concept, esteem and disclosure
 - definitions, characteristics and effects on relationships

Week 3

- Perception
 - Stages, barriers, stereotyping issues, techniques to improve perceptual skills
- Cultural issues
 - definitions, applications, intercultural issues and ethnocentrism, adaptation of theory to workplace

Week 4

- Listening and Response Skills
 - Stages, styles and barriers

Week 5

- **Listening skills demonstrations**
- Verbal communication concepts

Week 6

- **Verbal skills demonstrations**

- Assertive communication

Week 7

- **Assertive skills demonstrations**

- **Mid term exam**

Week 8

- Non verbal communication
 - types, codes, interpretations, gender issues

Week 9

- Conflict Management
 - process, management styles, negotiation strategies

Week 10

- Conflict management
- Relationship issues
- **Conflict management skills demonstrations**

Week 11

- Relationship building issues
 - attraction, power

Week 12

- Interpersonal Relationship Development
 - background and application of development, maintenance and deterioration theory

Week 13

- Workplace issues
 - communication/organizational structures, role changes and perspectives

Week 14

- Workplace issues
 - power and gender

Week 15

- **Final presentations**

Week 16

- **Final presentations**
- **Final Exam**

Course Requirements:

- Attend class
- Read all of the assigned material
- Participate actively in class discussions
- Complete all assignments on time
- Extend courtesy and respect to classmates in all aspects of in class exercises and discussions
- Be professional: positive attitude, regular attendance, participation in class, timely submission of work, communication of special circumstances or needs.

Policies

Course Withdrawing: If for any reason you need to withdraw from this course, be certain that you do so according to College procedure. It is your responsibility to know and follow this procedure. If you simply stop coming to class, without officially withdrawing from the course, your grade is an automatic “F.” Please follow official College procedure for withdrawing from this or any course.

College Academic Policies are located in the College Catalog. A copy of the current catalog may be picked up in any of the division offices or admissions. The list of college policies is also available online at <https://www.terra.edu/register/Collegecat/policies.asp>.

Support Services: The College offers a number of support services to assist in your success in this course and all courses. Among these services are the Writing & Math Center in B105, the computer labs, the computers in the atriums, and the Office of Learning Support Services, which coordinates the campus disability services and tutoring programs,.

Any student who feels he/she may need an accommodation based on the documentation of a disability should contact the Office of Learning Support Services privately to discuss his/her specific issues. Please contact the OLSS at (419) 334-8400 X 208 or visit 100 Roy Klay Hall (Building A) to coordinate reasonable accommodations.

If you have a documented disability and are receiving academic accommodations through the Office of Learning Support Services, please schedule a meeting with your instructor in a timely manner so that we may discuss how these services will be arranged.

Tutoring services are available to students beginning the second week of every quarter. Students requesting tutoring services should obtain a tutor request form from the OLSS in 100 Roy Klay Hall (Building A) or online at the Terra website. Please note that instructor verification and acceptance of the Student Learner Agreement is necessary for all tutoring requests. All requests should be submitted to 100 Roy Klay Hall (Building A).