

UNIVERSITY COLLEGE OF THE FRASER VALLEY

COURSE INFORMATION

DISCIPLINE/DEPARTMENT: DISABILITY RESOURCE CENTRE IMPLEMENTATION DATE: SEPT. 1994

Revised: _____

Career Education Certificate CED 031
SUBJECT/NUMBER OF COURSE

Interpersonal Communications
DESCRIPTIVE TITLE

none
UCFV CREDITS

CALENDAR DESCRIPTION:

Communication breakdown is one of the main causes for problems on the job and at home. Being an effective communicator involves excellent listening skills, speaking clearly and simply and relaying body language which suits the message. Effective communications is the goal of this course.

RATIONALE:

COURSE PREREQUISITES: none

COURSE COREQUISITES: n/a

HOURS PER TERM FOR EACH STUDENT	Lecture	27	hrs	Student Directed		
	Laboratory		hrs	Learning	9	hrs
	Seminar		hrs	Other - specify:		
	Field Experience		hrs			hrs
				TOTAL	36	HRS

MAXIMUM ENROLMENT: 20

Is transfer credit requested? Yes No

<u>AUTHORIZATION SIGNATURES:</u>		
Course Designer(s):	Chairperson:	Curriculum Committee
Department Head:	Dean:	
PAC: Approval in Principle	PAC: Final Approval:	March 22, 1995
(Date)	(Date)	(Date)

Interpersonal Communications CED 031**NAME & NUMBER OF COURSE**

SYNONYMOUS COURSES:

(a) replaces n/a
(course #)

(b) cannot take n/a for further credit
(course #)

SUPPLIES/MATERIALS:

VCR and TV, overhead projector, flipchart and classroom.

TEXTBOOKS, REFERENCES, MATERIALS (List reading resources elsewhere)

Billodeau, Lorraine. The Anger Workbook. Compcare Publishers, 1992.

Fisher, Roger and Ury, William. Getting to Yes: Negotiating Agreements Without Giving In. Penguin Books. New York, NY 1981.

Throop, Robert K. Reaching Your Potential. Delmar Publishers Inc. Albany, New York, 1993.

OBJECTIVES:

Demonstrate active listening strategies with a partner in the class.

Describe common barriers to communication.

Demonstrate ability to follow instructions by responding appropriately to a number of instructions.

Demonstrate appropriate non-verbal communication techniques in a variety of in-class role-plays

Deliver a well-prepared speech to the class, utilizing the steps to preparing and making a presentation.

Give and receive appropriate feedback from fellow students

Demonstrate steps in dealing with and resolving conflict in the workplace.

METHODS:

Students will be instructed on the basics of communications, verbal and non-verbal and spend much of the time practicing the skills through role-play and discussion. Students will have opportunities to practice delivering presentations and receiving feedback directly and through video.

Interpersonal Communications CED 031**NAME & NUMBER OF COURSE**

STUDENT EVALUATION PROCEDURE:**Evaluation:**

- 10% attendance- regular attendance (or absence with an excuse and notification) will receive full marks.
- 15% participation in class through role-plays, giving feedback and supporting the group.
- 75% skills demonstration- 3 points for each skill on the "Communication Skills Checklist" that is demonstrated in a roleplay situation in class.

A mark of 60% is necessary in order to receive credit for the course.

COURSE CONTENT

Session #1	Introduction to Communication Barriers to Effective Communication Listening Skills:Overview
Session #2	Listening Skills: Attending skills Reflective skills Asking open questions
Session #3	Assertion Skills: Body language Eye Contact "I" messages
Session #4	Giving and Receiving Instructions
Session #5	Making Presentations Giving and Receiving Feedback
Session #6	Student presentations Feedback practice
Session #7	Student presentations Feedback practice
Session #8	Student presentations Feedback practice
Sessions 9-12	Conflict Resolution