OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: CMNS 140	**Number of Credits:** 3 Course credit policy (105)

Course Full Title: Interpersonal Skills for the Workplace
Course Short Title (if title exceeds 30 characters): Interpersonal Skills Workplace

Faculty: Faculty of Humanities	**Department (or program if no department):** Communications

Calendar Description:

An introductory course focusing on interpersonal communication primarily between two people and within small groups. Students will reflect on how their own behaviours and responses affect others. Basic skills for workplace contexts, including customer/client relationships, will be practiced and applied.

Prerequisites (or NONE):	One of the following: (C+ or better in English Studies 12, English First Peoples 12, or English 12) or (CPT score of 48) or evidence of any test score or course grade listed under the Degree/diploma-level English language proficiency standards in the UFV academic calendar at www.ufv.ca/calendar/current/General/EnglishProficiency.htm. (*Prerequisites updated in 2019.*)
Corequisites (if applicable, or NONE):	
Pre/corequisites (if applicable, or NONE):	

Equivalent Courses (cannot be taken for additional credit)	**Transfer Credit**
Former course code/number:	Transfer credit already exists: ☐ Yes ☒ No
Cross-listed with:	
Equivalent course(s):	Transfer credit requested (OReg to submit to BCCAT):
Note: Equivalent course(s) should be included in the calendar description by way of a note that students with credit for the equivalent course(s) cannot take this course for further credit.	☒ Yes ☐ No (if yes, fill in transfer credit form)
	Resubmit revised outline for articulation: ☐ Yes ☐ No
	To find out how this course transfers, see **bctransferguide.ca**.

Total Hours: 45
Typical structure of instructional hours:

Lecture hours	30
Seminars/tutorials/workshops	15
Laboratory hours	
Field experience hours	
Experiential (practicum, internship, etc.)	
Online learning activities	
Other contact hours:	
Total	**45**

Special Topics

Will the course be offered with different topics?
☐ Yes ☒ No

If yes, different lettered courses may be taken for credit:
☐ No ☐ Yes, _____ repeat(s) ☐ Yes, no limit

Note: The specific topic will be recorded when offered.

Maximum enrolment (for information only): 28

Expected frequency of course offerings (every semester, annually, every other year, etc.): every other year

Department / Program Head or Director: Lynn Kirkland Harvey	**Date approved:**	August 30, 2016
Faculty Council approval	**Date approved:**	November 2016
Campus-Wide Consultation (CWC)	**Date of posting:**	December 9, 2016
Dean/Associate VP: Jacqueline Nolte	**Date approved:**	November 2016
Undergraduate Education Committee (UEC) approval	**Date of meeting:**	January 27, 2017

Learning Outcomes

Upon successful completion of this course, students will be able to:

1. Discuss the basic principles of effective interpersonal communication
2. Identify barriers to effective communication
3. Explain how their own emotions, perceptions, values, cultures and beliefs shape their personal and professional interactions
4. Demonstrate workplace etiquette
5. Analyze non-verbal communication
6. Discuss the power of language, tone, and voice in verbal communication
7. Describe the effects of technology on interpersonal communication.
8. Analyze case scenarios to determine interpersonal communication strategies
9. Demonstrate active listening and giving and receiving constructive feedback.

Prior Learning Assessment and Recognition (PLAR)

☐ Yes   ☒ No, PLAR cannot be awarded for this course because this is a process course which includes personal reflection and application of skills to a variety of scenarios.

Typical Instructional Methods (guest lecturers, presentations, online instruction, field trips, etc.; may vary at department's discretion)

Lecture, experiential learning using case studies, demonstration of skills, role playing, recording with feedback and reflection, and group discussions.

Grading system: Letter Grades: ☒   Credit/No Credit: ☐   Labs to be scheduled independent of lecture hours: Yes ☐   No ☐

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials (if more space is required, download Supplemental Texts and Resource Materials form)

	Author (surname, initials)	Title (article, book, journal, etc.)	Current ed.	Publisher	Year
1.	Adler, R., Rosenfeld, L.B., Proctor II, R.F., & Winder, C.	Interplay: The process of interpersonal communication, Canadian edition	☒	Oxford	2016
2.	Robles, M.	Executive perceptions of the top 10 soft skills needed in today's workplace. *Business Communication Quarterly, 75*(4), 453-465. doi: 10.1177/1080569912460400	☐		2012
3.	Kick, A.L, Contactos-Sawyer, J. & Thomas, B.	How Generation Z's reliance on digital communication can affect future workplace relationships. *Competition Forum, 13* (2), 214-222.	☐		2015
4.			☐		
5.			☐		

Required Additional Supplies and Materials (software, hardware, tools, specialized clothing, etc.)

Typical Evaluation Methods and Weighting

Final exam:	15%	Assignments:	75%	Midterm exam:	%	Practicum:	%
Quizzes/tests:	10%	Lab work:	%	Field experience:	%	Shop work:	%
Other:	%	Other:	%	Other:	%	Total:	100%

Details (if necessary):

Assignments may include:

Self-reflection paper	20%
Interaction critiques and analyses of workplace scenarios	35%
Self-evaluations of recorded role-play exercises	20%
Quizzes/tests	10%
Final exam	15%

Typical Course Content and Topics

1. Foundations of Interpersonal Communication
   - Interpersonal Process
   - Personal World View (perceptions, emotions, culture, etc.)
2. Creating and Responding to Messages
   - Listening and attending
   - Language
   - Non-verbals
3. Barriers to Effective Communication in the Workplace
   - Being defensive
   - Judging, giving advice, having strong opinions
   - Managing conflict
   - Managing stress and anxiety
4. Interpersonal skills and technology (Emails, texting, social media, online forms, etc.)
   - When to use technology
   - Demonstrating interpersonal skills through digital devices
5. Basic Workplace Etiquette
   - First impressions
   - Starting/ending conversations
   - Using the phone
   - Dealing with being told, or telling someone, "No"
   - Meeting etiquette
6. Giving and Receiving Feedback
   - Applying listening skills
   - Demonstrating empathy
   - Definition and application of soft skills