

UNIVERSITY COLLEGE OF THE FRASER VALLEY

COURSE INFORMATION

DISCIPLINE/DEPARTMENT: Continuing Education

IMPLEMENTATION DATE: MAY 96

Revised: _____

CSA02
SUBJECT/NUMBER OF COURSE

Interpersonal Communication Skills
DESCRIPTIVE TITLE

N/C
UCFV CREDITS

CALENDAR DESCRIPTION: Introduces basic self-awareness and interpersonal communication skills. Students will learn about the nature of the communications process. The emphasis will be on developing and practising the ability to communicate effectively with others. As part of the course requirements, students will be expected to share personal (but not necessarily private) experiences with others.

RATIONALE:

COURSE PREREQUISITES: Acceptance into the C.S.A. Certificate Program

COURSE COREQUISITES:

HOURS PER TERM FOR EACH STUDENT	Lecture	15	hrs	Student Directed	
	Laboratory		hrs	Learning	15 hrs
	Seminar		hrs	Other - specify:	
	Field Experience		hrs	_____	hrs
				TOTAL	30 HRS

MAXIMUM ENROLMENT: 25

Is transfer credit requested? Yes No

AUTHORIZATION SIGNATURES:

Course Designer(s): _____

Chairperson: _____ Curriculum Committee

Department Head: _____

Dean: _____

PAC: Approval in Principle
_____ (Date)

PAC: Final Approval: 1996
_____ (Date)

SYNONYMOUS COURSES:

(a) replaces N/A
(course #)

(b) cannot take N/A for further credit
(course #)

SUPPLIES/MATERIALS:

None

TEXTBOOKS, REFERENCES, MATERIALS (List reading resources elsewhere)

None

OBJECTIVES:

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

- demonstrate understanding of the concept of “frame of reference:
- demonstrate understanding of the theory of two way (mutual) communication
- demonstrate understanding of the effect of language, gender, and culture and their impact on communication
- demonstrate understanding of “personalizing” (ownership) of one’s problems, feelings, values, thoughts and beliefs
- demonstrate understanding of the types of conflict resolution
- appropriately express their personal “frame of reference”
- suspend their “frame of reference” and accurately understand others’ frames of reference
- actively listen and respond appropriately to feelings and meanings
- formulate and express thoughts and feelings assertively (rather than passively or aggressively)
- discriminate between different types of communication responses
- perceive non-verbal cues and respond appropriately
- describe rather than evaluate behaviour
- demonstrate genuineness, empathy, respect, and specificity (core facilitative conditions).

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METHODS:

lecture, experiential learning activities, role playing, group written assignments, communication survey.

STUDENT EVALUATION PROCEDURE:

Student must attend and participate in all classes and complete assignments satisfactorily. Assignment will be graded credit, or no credit.

COURSE CONTENT

- | | |
|----------|---|
| Week # 1 | Introduction/Overview of Course/Listening |
| Week #2 | Communications Skills, Language, Non-verbal Communication |
| Week #3 | Self Concept, Self Disclosure, Relationships |
| Week #4 | Resolving Conflicts |
| Week #5 | Cultural Awareness/Wrap Up |