

# UNIVERSITY COLLEGE OF THE FRASER VALLEY

## COURSE INFORMATION

DEPARTMENT: HUMAN SERVICES

DATE: FEBRUARY 1994

HSER 120 INTRODUCTION TO INTERPERSONAL  
COMMUNICATION

3

NAME & NUMBER OF COURSE

DESCRIPTIVE TITLE

UCFV CREDIT

### CATALOGUE 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.

COURSE PREREQUISITES: None

COURSE COREQUISITES: None

HOURS PER TERM FOR EACH STUDENT	Lecture	10 hrs	Student Directed	
	Laboratory	25 hrs	Learning	hrs
	Seminar	10 hrs	Other - specify:	
	Field Experience	hrs	<u>Student Interaction</u>	<u>15 hrs</u>
			TOTAL	60 HRS

UCFV CREDIT  
TRANSFER

UCFV CREDIT  
NON-TRANSFER

NON-CREDIT

### TRANSFER STATUS (Equivalent, Unassigned, Other Details)

UBC credits N/A

SFU credits Communications 225

UVIC units N/A

Other OPEN UNIVERSITY (3 credits)

COURSE DESIGNER

W.R. BATE, VICE PRESIDENT  
DEAN OF CAREER PROGRAMS

**HSER 120**

**NAME & NUMBER OF COURSE**

**COURSES FOR WHICH THIS IS A PREREQUISITE:**

HSER 130, 150, 200

**RELATED COURSES**

HSER 275

**TEXTBOOKS, REFERENCES, MATERIALS (List reading resources elsewhere)**

**TEXTS:**Adler, Rosenfeld, and Town (1992). INTERPLAY: THE ROLE OF INTERPERSONAL COMMUNICATION. Toronto: Holt, Rinehart, Winston.

**REFERENCES:** INSTRUCTOR PREPARED MANUAL (available in Bookstore)

**COURSE GOALS**

- to increase awareness of self and others
- to foster the ability to interact appropriately with others
- to increase and develop ability to work effectively as a group/work/team member
- to develop positive attitudes, values and personal qualities which will enhance interpersonal communication
- to sensitize students to the importance of good interpersonal communication

**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 types of conflict resolution
- demonstrate understanding of the effect of language, gender, and culture on communication
- demonstrate understanding of taking appropriate responsibility for one's problems, feelings, values, thoughts and beliefs
- formulate and express thoughts and feelings assertively (rather than passively or aggressively).
- demonstrate genuineness, empathy, respect, and specificity (core dimensions).
- actively listen and respond appropriately to feelings and meanings
- describe rather than evaluate behaviour
- discriminate between different types of communication responses
- accurately perceive nonverbal cues and respond appropriately

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**METHODS:**

- Lectures
- Experiential Learning Activities
- Demonstration of Skills
- Systematic Skills Training
- Video Tapes and Feedback
- Written Assignments
- Role Playing
- Films
- Group Discussion

**STUDENT EVALUATION PROCEDURE:**

In order to get a grade in this course (because of its experiential nature) students must attend and participate in at least 11 classes and complete all requirements. While the grade for the course will be calculated as below, it should be noted that assignments, etc., are not optional and credit may be denied to those who do not attend the required number of classes and/or do not complete the assignments, videos, and exams and/or whose participation is not satisfactory.

Midterm.....	30%
Final.....	30%
Written Assignments (see instructor's outline).....	30%
Participation.....	10%

Two videos must be done to a satisfactory level. They are not optional. They must be completed by the dates on the course outline. The tapes will be graded CR/NC by the program assistant. The skill level that the tapes are to demonstrate will be supplied by the instructor to both the student and the program assistant. Credit for the course will be withheld from students who do not reach an acceptable level of performance on the tapes.

A+	=	> - 95	C+	=	72 - 75
A	=	92 - 95	C	=	68 - 71
A-	=	88 - 91	C-	=	64 - 67
B+	=	84 - 87	P	=	60 - 63
B	=	80 - 83	NC	=	< - 60
B-	=	76 - 79			

**COURSE CONTENT**

Week 1	Introduction
2	Attending and Observing - Frame of Reference
3	Listening and Responding to Content
4	Responding to Feeling
5	Responding to Feeling and Reason
6	Use of Language, Self Concept, Self Disclosure,
7	same
8	Midterm Exam,
9	Self Awareness, Taking Responsibility for Communication
10	Communication Climate and Relationships

- 11 Conflict, Anger, Assertion
- 12 Problem Solving
- 13 Instructor's Discretion - Course Expansion
- 14 Wrap-up and Catch-up