

BES341-1
Interpersonal Communications

1 Credit

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BES341-1 Version: 6



Interpersonal Communications

Calendar Description

This module introduces the learner to the principles, theories, and models of the communication process. Topics include discerning the communication styles of others and the factors that influence this perception. Finally, learners cover causes of workplace conflict and strategies and techniques to employ for improved communication conflict resolution.

Rationale

This is a required module for the Bachelor of Applied Business: Emergency Services Program.

Your effectiveness as an administrator depends on your ability to communicate clearly with your subordinates, colleagues and superiors. In order to do this, you must consciously choose and adopt communication strategies appropriate to the situation and audience.

Prerequisites

None

Co-Requisites

None

Module Learning Outcomes

Upon successful completion of this module, students will be able to

1. select and apply a set of communications strategies in response to a specific communication opportunity.
2. identify root causes of workplace conflict.
3. employ communication strategies and techniques for conflict resolution or negotiation purposes.
4. evaluate selected communication strategies and determine their effectiveness.
5. demonstrate appropriate written, verbal, and non-verbal communication strategies with subordinates, colleagues, and superiors in the workplace.

Resource Materials

Required texts:

Beebe S.A. et al. (2015). *Interpersonal Communication: Relating to Others* (6th Cdn Ed.).

Toronto: Pearson Allyn and Bacon.

Langton, N. & Robbins, S. P. (2015). *Organizational Behaviour* (7th Cdn Ed.). Toronto:

Pearson Prentice Hall.

Robbins, Coulter, Leach, & Kilfoil. (2015). *Management* (11th Cdn Ed.). Toronto: Pearson

Prentice Hall.

Conduct of Module

This module is approximately 15 hours in length. It is delivered on-line and may involve individual, pair, and group work. Students are required to submit assignments, take part in asynchronous discussions, and undertake exercises in the workplace that call for reflective thinking. Participation in this module is paced and mandatory, and students are expected to practice time management skills accordingly. It is critical that each student read the assigned material and keep up to date with all objective tasks and assignments

Student counseling: Students who are experiencing difficulty with the module should immediately consult the instructor by email.

Module withdrawal: Students should familiarize themselves with the school's module withdrawal policy and procedures, which are explained in the student handbook/calendar.

Students should budget approximately one to two hours of time in preparation for each one hour of the estimated 15 hours of class time.

All goals and evaluations of student application and demonstration of their knowledge and skills are determined as per the Online Discussion Grading Rubric and the Paper Grading Rubric linked within the module.

Evaluation Procedures

This module uses a variety of assessment tools to evaluate student performance. The final grade is an aggregate of the following components:

Objective 1 Class Discussion	20%
Objective 2 Class Discussion	25%
Objective 3 Class Discussion	20%
Analytical Essay	35%
Total	100%

All marks are recorded as percentages and then converted to a final letter grade according to the criteria shown below.

Grade Equivalents and Course Pass Requirements

A minimum grade of D (50%) (1.00) is required to pass this course.

Letter	F	D	D+	C-	C	C+	B-	B	B+	A-	A	A+
Percent Range	0-49	50-52	53-56	57-59	60-64	65-69	70-74	75-79	80-84	85-89	90-94	95-100
Points	0.00	1.00	1.30	1.70	2.00	2.30	2.70	3.00	3.30	3.70	4.00	4.00

Students must maintain a cumulative average grade of C (GPA - Grade Point Average of 2.00) in order to qualify to graduate.

Participation

Regular participation in threaded discussions is essential for success in the program. Absence for any reason does not relieve a student of the responsibility of completing course work and assignments to the satisfaction of the instructor. Poor participation may result in the termination of a student from a course(s).

If you do not meet the established participation requirements, your instructor will recommend that the Registrar withdraw you from the course. A failing grade of RW (Required to Withdraw) will appear on your transcript. No credit is earned. Calculated as a failing grade in GPA.

In cases of repeated absences due to illness, the student may be requested to submit a medical certificate.

Module Units/Topics

1. Communication Process
 - Review the principles, theories, models and terminology of the communication process
2. Communication Styles
 - Be able to describe how we perceive others and the factors that influence this perception
3. Communication Strategies
 - Select and apply a set of communication strategies in response to a specific communication opportunity and then evaluate your efforts
4. Workplace Conflict and Resolution
 - Describe the root causes of workplace conflict and be able to determine skills at managing workplace conflict.
5. Conversational Analysis and Reflection
 - Select and prescribe communication strategies and techniques from the readings that can be employed for conflict resolution or negotiation purposes



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