

**LS205**

**Interpersonal Communications**

**3 Credits**

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## LS205 Version: 7



# Interpersonal Communications

## Calendar Description

This course supports the development of a wide range of interpersonal communication competencies required for successful practice as a signed language interpreter. Topics explored range from initiating and maintaining professional relationships to successful conflict management. This course also explores self awareness as a key component and foundation of effective professional communication.

## Rationale

This is a required course for the Signed Language Interpretation Diploma program. Interpersonal communication skills are critical to supporting human relationships in any environment where one interacts with others, individually or in groups. This course explores effective communication skills and helps students enhance the interpersonal skills necessary for positive and professional relationships in all aspects of interpreting and within the hearing and D/deaf communities. Awareness of: self; the role of perception; reacting versus responding; creating healthy boundaries; and conflict resolution strategies, are key to embodying strong professional presence, and practicing with integrity.

## Prerequisites

None

## Co-Requisites

None

## Course Learning Outcomes

The primary purpose of this course is to build a strong foundation in managing relationships and communication.

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

1. explain the nature and function of communication.
2. describe the formation of one's self-identity.

3. identify methods for becoming more self-aware.
4. describe the manner in which perceptions are created.
5. describe characteristics of verbal and nonverbal communication.
6. explore and apply the concept of cultural intelligence to relationships.
7. explore and demonstrate mindful listening.
8. apply strategies for managing emotions.
9. describe why conflict occurs.
10. modify one's primary orientation to conflict to meet a variety of situations.
11. apply methods of conflict resolution.
12. apply interpersonal communication skills to the work of an interpreter.

## **Resource Materials**

### ***Required:***

Wood, J. T. & Schweitzer, A. (2017). *Everyday encounters: An introduction to interpersonal communication*. (5th ed.). Toronto, ON: Nelson Education Ltd.

**ISBN-13:** 978-0-17-658400-9.

## **Conduct of Course**

This is a 3-credit course conducted in spoken English. Lectures, videos, discussions, special guests, and role-playing may be used to deliver the course content. It is expected that students devote as much time as necessary to prepare for all discussions and activities. Students are expected to be active, respectful contributors to content dialogue, be considerate in all interactions with others (in and out of the classroom), and take responsibility for their learning and development. Course-related questions are addressed during class, by Lakeland email during regular business hours, or by appointment.

Tutors are available at no charge to students with documented learning disabilities. All students who wish to improve their working command of English or course content may participate, at no charge, in peer-assisted study sessions - PASS. Other tutoring services are available at the student's expense. Finally, there are a number of student success resources including one-on-one coaching and support available online at no charge. For more information on participating in the above-mentioned programs or resources, please contact Lakeland's Accessibility Advisor.

## **Professional Conduct**

Professional identity is cultivated by adhering to the following tenets central to competent interpreting practice: respect, personal accountability, culturally-appropriate dialogue and behaviour, and confidentiality. These tenets are introduced early on in the program with the expectation that students become mindful of their behaviour and its impact on the environment

and others. Practicing these tenets in all course interactions contributes to a safe learning environment and facilitates transference of these behaviours into professional practice.

## Evaluation Procedures

Student progress in this course is evaluated via one (1) formal presentation, two (2) journal entries and two (2) progress checks.

In addition to formal evaluation, students receive a mark for professional conduct & respect of confidentiality. This mark is based on adherence to the CASLI (AVLIC) Code of Ethics and Professional Guidelines, as well as respectful and professional demeanour in all course related activities. In the event personal issues or conflicts arise, it is expected that each student takes responsibility for seeking the external support necessary to resolve them. This is not a formally assessed mark; rather, it is based on the instructor's observations over the course of the semester. You are preparing to enter a field in which relationship and community building are vital; therefore, the weighting of Professional Conduct is heavier in this course because of the emphasis on interpersonal dynamics.

The weighting for each evaluation measure is listed below.

Professional Conduct	20%
Perception Presentation - Am I a Reflection of Myself?	20%
Self-awareness Journal (2 entries - 10% each)	20%
Progress Check #1	20%
Progress Check #2	20%

Any changes to assignment due dates will be communicated in class and/or via email. Unless otherwise notified by your course instructor, all assignments are due at the beginning of class on the date noted within the course schedule. The course schedule, assignment and presentation details / due dates, and grading rubrics will be provided in a separate document.

### Late Assignments:

Late assignments are not accepted; alternate presentation dates are not granted; and, no supplementary assignments or presentation opportunities are given to compensate for poorly executed assignments/presentations.

## Grade Equivalents and Course Pass Requirements

***A minimum grade of C (2.00) (60-64%) is required to pass this course. A cumulative GPA of B (3.00) is required to qualify to graduate. Students are responsible for monitoring their academic progress and requesting assistance as necessary.***

Successful completion of this course requires that students delve into the course material, actively engage in all activities and dialogues, and produce assignments and progress checks that reflect depth of thought.

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

## Attendance

Attendance is considered vital to the learning process and as significant to the students' progress as are presentations and assignments, therefore, absenteeism is recorded.

Absence for any reason does not relieve a student of the responsibility of timely completion of coursework and assignments.

**In keeping with professional standards in the field of signed language interpreting, should a situation arise that prevents a student from attending class, submitting an assignment on time, delivering a presentation, or completing a progress check, the student is required to notify the course instructor as far in advance as possible. Should the situation involve an emergency, a medical note or other supporting documentation must be submitted to the instructor or the program facilitator within 24 hours of the absence.**

Absence from presentations and progress checks without a medical certificate/documentation will be awarded a zero.

In the event of an absence, it is recommended that students follow up with a peer first, and then consult the course instructor for any additional clarification or questions regarding material covered.

Professional practice requires that students arrive online and be prepared for class at least 15 minutes prior to the scheduled start time.

Students arriving after class commences will be considered absent. More than two (2) absences may result in probation. Further absences may result in suspension from the program.

***Instructors have the authority to require attendance in classes***

## Course Units/Topics

1. Exploring Interpersonal Communication
2. Communication and the Creation of Self
3. Perception and Communication
4. Emotions and Communication
5. The Power of Language
6. Nonverbal Communication
7. Cultural Diversity and Communication
8. Mindful Listening
9. Communication Climate: the Foundation of Personal Relationships
10. Managing Conflict in Relationships
11. Relationships at Work



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