

HS 242

Interpersonal Relationships

3 Credits

Instructor: Nina Barrett

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Original Developer: Pat Wasyluk

Current Developer: Nina Barrett

Reviewer: Joanne McDonald

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Alternate Delivery: Yes

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HS 242 Version: 10



Interpersonal Relationships

Calendar Description

This course is designed to develop interpersonal communication skills individually and in group situations as they pertain to the field of Human Services. It examines self-esteem and interpersonal relationship resolution skills needed for working with individuals and groups, families and colleagues.

Rationale

This is a required course for Human Services students. This course explores effective communication skills and helps students enhance those interpersonal skills necessary for positive human relationships in all settings. Self-esteem is necessary for the individual's understanding of self and others. Interpersonal communication skills are critical to supporting human relationships in any environment where one interacts with others, individually or in groups. Conflict resolution skills are required to create a positive work environment. These units of study prepare students for the career they have chosen.

Prerequisites

None

Co-Requisites

None

Course Learning Outcomes

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

1. explain the nature and functions of communication.
2. identify one's own image of self.
3. explore methods for implementing self-improvement.
4. describe influences on our perception of self and others.
5. examine aspects influencing the formation of relationships.
6. identify different emotions involved with interpersonal relationships.
7. explore ways to manage difficult emotions.

8. describe characteristics of verbal and non-verbal communication.
9. explain the process of mindful listening and explore techniques for mindful listening.
10. describe the nature of conflict, explain personal conflict styles and explain methods of conflict resolution.
11. identify various types of groups and their characteristics.
12. describe the factors influencing group decision-making methods and group effectiveness.

Resource Materials

Required Text:

Wood, J., & Schweitzer, A. (2017). *Everyday encounters: An introduction to interpersonal communication* (5th Canadian ed.). Nelson.

Reference Text:

None

Conduct of Course

Lectures, videos, class discussion, guest presentations, and role-playing are used to deliver the course content. Group participation is necessary.

Evaluation Procedures

Students must complete all assignments.

| | |
|--------------|-------------|
| Midterm Exam | 30% |
| Journals (2) | 40% |
| Final exam | 30% |
| Total | 100% |

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 | 4.0 |

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

Attendance

Regular attendance is essential for success in any course. Absence for any reason does not relieve a student of the responsibility of completing course work and assignments to the satisfaction of the instructor. Frequent absences may result in the student being placed on probation. Further absences may result in suspension from the program.

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

Instructors have the authority to require attendance in classes.

Course Units/Topics

I. Introduction to Human Communication

1. Definition of communication
2. Function of communication
3. Models of communication
4. Principles and guidelines for effective communication

II. Self Concept

1. Self and self concept
2. Guidelines for improving self concept

III. Perception and Communication

1. Human perception
2. Influences on perception
3. Guidelines for improving perception and communication

IV. Understanding Emotions

1. Emotional intelligence
2. The nature of emotions
3. Managing difficult emotions
4. Guidelines for communicating emotions effectively

V. The World of Words

1. Symbolic nature of language
2. Principles of verbal communication
3. Guidelines for improving verbal communication

VI. Nonverbal communication

1. Definition of nonverbal communication
2. Principles of nonverbal communication
3. Guidelines for improving nonverbal communication

VII. Cultural Diversity and Communication

1. Approaches to the study of culture
2. Guidelines for improving culture intelligence

VIII. Mindful Listening

1. The listening process
2. Obstacles to effective listening
3. Forms of Nonlistening
4. Adapting listening to communication goals
5. Guidelines for effective listening

IX. The Communication Climate

1. Satisfying relationships
2. Confirming and Disconfirming Climates
3. Guidelines for creating and sustaining healthy climates

X. Managing Conflict in Relationships

1. Defining conflict
2. Principles of conflict
3. Orientation to conflict
4. Responses to conflict
5. Communication patterns
6. Guidelines for effective communication during conflict

XI. Friendships and Romantic Relationships

1. Nature of friendship
2. Nature of romantic relationships
3. Development course of relationships
4. Challenges to sustaining close relationships
5. Guidelines for sustaining close relationships

XII. Relationships at Work

1. The nature of workplace relationships
2. Communication challenges in the workplace
3. Guidelines for effective workplace communication



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