

PSYCHOLOGY

Collection Editor:
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C O N N E X I O N S

Rice University, Houston, Texas

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Chapter 1

INTERPERSONAL COMMUNICATIONS

1.1 CMST 210 Interpersonal Communications Syllabus¹

BELLINGHAM TECHNICAL COLLEGE

Table 1.1

DEPARTMENT/COURSE #: GENERAL EDUCATION / CMST 210

CREDIT HOURS: 5 **Lecture Hours:** 55

COURSE TITLE: INTERPERSONAL COMMUNICATIONS

INSTRUCTOR: Carl Oekerman, M.S. Office: J-3A (between the J4 and J3 classrooms)

Fall Quarter Office Hours: Tues. and Thurs. 10:00-11:00 a.m.

(or contact me and we can schedule an appointment)

Phone: 752-8566 E-mail: coekerma@btc.ctc.edu²

COURSE OUTCOME: Develop the interpersonal skills necessary for interacting and communicating well with others.

COURSE DESCRIPTION: Designed to introduce students to basic interpersonal communication theory. Emphasis will be on topics such as functions of communication, self-concept, perception, conversation skills, relationship development and maintenance, self-disclosure, assertiveness and conflict management strategies. **Prerequisites:** Accuplacer Reading Score of 71 or higher and Sentence Skills of 71 or higher.

COURSE OUTLINE: CLASS SCHEDULE and ASSIGNMENTS

Week # Topics Covered Discuss Chapter(s) Assignment Due

(Week of:) (Chapter #'s) (Due last class day of the wk)

1-(9/20) Course Overview, Success Strategies, Responsibility 1, 19 #1- Goal Setting

2-(9/27) Self Esteem and Self-Disclosure, Learning Styles 2, 3 #2- Johari Window and Personality Types + pages 348-352

3-(10/4) Attitudes and Self-Awareness 4 **Quiz #1**

4-(10/11) Values, Relational Styles & Assertive Skills 5

5-(10/18) Listening & Non-verbal Communication Skills 7 **Quiz #2**

6-(10/25) Teamwork, Leadership & Organizations 8 & 9 #3 – Teamwork Paper

(Note: no class on 10/29 for staff training)

7-(11/1) Change, Conflict, & Problem-Solving Skills 11 & 13 **Quiz #3**

¹This content is available online at <<http://cnx.org/content/m37255/1.1/>>.

²coekerma@btc.ctc.edu

8-(11/8) Stress Management 14 #4 - Stress Plan

(Note: no class on 11/11 or 11/12 for Veteran's Day)

9-(11/15) Customer Relations and Difficult People 15 #5 - C.R. Interview

Presentation Outlines Due

10-(11/22) Diversity in the Workplace, Gender Issues 16

(Note: no class on 11/25 or 11/26 for Thanksgiving)

11-(11/29) Workplace Health Issues 18 **Quiz #4**

12-(12/6) Student Presentations#6 - Self-Assessment

STUDENT PERFORMANCE OBJECTIVES (Course Competencies): Students who fulfill the requirements for this course are expected to develop and demonstrate competency in the following areas and/or skills:

- * Participate as a contributing team member by effectively using brainstorming, conflict resolution and collaborative problem-solving techniques to create an efficient and productive working environment.
- * Constructively participate in work groups, meetings and negotiations.
- * Resolve personal conflicts, make sound decisions and handle difficult situations.
- * Develop advanced customer relations skills.
- * Demonstrate ability to maintain composure and rational thinking in emotional situations.
- * Conduct and respond to information gathering interviews.
- * Use assertive behavior in dealing with others to create "win-win" outcomes.
- * Develop skills for effectively relating and communicating at work and in personal relationships.
- * Discuss and demonstrate understanding of how values and ethics influence communication.
- * Demonstrate ability to productively work, interact, and get along with culturally diverse people and across genders.

METHODS OF INSTRUCTION: To accommodate a wide range of learning and personal styles a variety of instructional approaches will be used including: group discussion, demonstrations, interactive exercises, lecture, role playing, video programs, student presentations, guest speakers, computer-based training, student research, and a self-directed learning project.

STUDENT REQUIREMENTS AND GRADING: Your final grade will be determined by the number of points you earn over the quarter, with a maximum of 1000 points possible:

Assignments/Homework 250 points

Team learning project 200 points

Classroom participation and attendance 350 points Quizzes 200 points

EVALUATION AND GRADING STANDARDS: When assigning points for each assignment, I use a variety of assessment methods which, I hope, ensure the best and fairest measure of competency. These include: computer-based quizzes that will assess overall understanding of the skills learned and developed in this course; the completion of exercises and assignments accurately and on time; a 'good faith' effort put in towards each assignment; and my observations of and interactions with students in groups and individually. **Your attitude and participation count in this class!** If you don't do the chapter reading and don't contribute to our reading discussions, it **will** impact your final grade.

LATE WORK OR QUIZZES: I expect assignments to be completed and turned in on or before the due date. I will accept work one class day past the due date (except your final presentation), but your score will include a 50% point deduction. If you are absent on a quiz day, I expect you to call and let me know prior to class (just leave a message for me at the number below). You will take the quiz, without penalty, when you return. If you have not called me, you will take the quiz on the day you return and lose 10% of the quiz score.

I assign points, rather than grades, for each assignment. Your final grade in the class is based on a percentage of the points you earn (out of the 1000 possible points). The following grading scale will be used:

A = 93-100% B = 83-86% C = 73-76% D = 63-66%

A- = 90-92% B- = 80-82% C- = 70-72% D- = 60-62%

B+ = 87-89% C+ = 77-79% D+ = 67-69% F = < 60%

REQUIRED STUDENT SUPPLIES & MATERIALS: **Textbook:** *Human Relations: Strategies for Success*, Fourth Edition, by Lambertson and Minor-Evans. **Other supplies you will need:** pen, notebook and paper supply. **Please don't show up empty handed!** I will furnish supplemental exercises and materials in class, at the appropriate times.

ADDITIONAL INSTRUCTIONAL RESOURCES :

- The library is developing an online guide to many of the topics we'll be exploring in this class. You can access it at <http://btc.ctc.libguides.com/content.php?pid=136135&sid=1166916>³
- To receive classroom accommodations for a disability, registration with Disability Support Services (DSS) is required. Call 360)752-8450, email mgerard@btc.ctc.edu⁴ or stop by the DSS office in the Counseling and Career Center, Room 106, College Services Building.

³<http://btc.ctc.libguides.com/content.php?pid=136135&sid=1166916>

⁴mgerard@btc.ctc.edu

Index of Keywords and Terms

Keywords are listed by the section with that keyword (page numbers are in parentheses). Keywords do not necessarily appear in the text of the page. They are merely associated with that section. *Ex.* apples, § 1.1 (1) **Terms** are referenced by the page they appear on. *Ex.* apples, 1

B Bellingham Technical College, § 1.1(1)
BTC, § 1.1(1)

C Carl Oekerman, § 1.1(1)
CMST 210, § 1.1(1)

I Interpersonal Communicatons, § 1.1(1)

P Psychology, § 1.1(1)

S Syllabus, § 1.1(1)

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