

COCONINO COMMUNITY COLLEGE
COURSE OUTLINE

Prepared by: Kristine Ketel, MA.

March 7, 2017

Status: Special Topics

Effective Date: Fall 2017

A. Identification:

1. Subject Area: Communication (COM)
2. Course Number: 298
3. Course Title: Introduction to Interpersonal Communication
4. Credit Hours: 3
5. Course Description: Introduction to and analysis of communication between individuals, including understanding communication concepts, practicing in a variety of contexts, and understanding the challenges of interpersonal communication. Students will learn and analyze self-awareness, cultural awareness, and situational awareness as it relates to successfully interacting with others. Three lecture.

B. Course Goals: Interpersonal communication skills affect every relationship in a person's personal, professional, and academic circles. The goal of this course, is to help students improve their one-on-one communication skills by understanding the challenges to good communication, refining appropriate initiation and response tactics, and building stronger, more confident communicators.

C. Course Outcomes

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

1. apply essential communication concepts related to one-on-one conversations, including filters, noise, speaking and listening styles;
2. identify communication / work style characteristics and apply those to successful conversations;
3. demonstrate understanding of how their communication style affects others;
4. demonstrate understanding of how to communicate with other styles;
5. practice successful and ineffective communication tactics;
6. demonstrate proficiency in practice activities to show understanding of concepts;
7. and improve in the demonstration of successful communication skills.

D. Course Outcomes Assessment will include:

1. In-class role-playing and other interactive activities;
2. and test, quizzes, or other evaluative methods.

E. Course Content will include the following topics and their effect on interpersonal communication:

1. Communication / Work Styles (Emotional Intelligence)
2. Unconscious biases
3. Self-awareness and self-concept
4. Listening skills, including active listening, critical listening, appreciative listening, relationship listening, discriminative listening
5. Common listening styles including, the Kingsley Grant P.A.C.T. method (People Oriented, Action Oriented, Content Oriented, Time Oriented)
6. Successful communication expectations by role (friend, student, employee, supervisor, and others)
7. Intergenerational communication beliefs