

M: Course Objectives / Learning Outcomes:

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

1. Identify the characteristics and qualities of effective interpersonal communications.
2. Discuss the interrelationship between self-awareness, self-esteem, and perception as these relate to communication choices and patterns.
3. Demonstrate effective, caring interpersonal communications with client/residents, colleagues and others.
4. Apply self-reflections and self-appraisal processes in order to increase own effectiveness in interpersonal contexts.
5. Identify the role of culture and diversity in interpersonal communications and care giving interactions.

N: Course Content:

Introduction to Interpersonal Communication

- Elements of interpersonal communication processes – sender, receiver, message, feedback.
- Barriers to communication.
- Characteristics of effective communication: open, supportive, positive, understanding.
- Importance of common courtesies.
- Warmth, respect, empathy.
- Appropriate use of humour.
- Communicating with people who speak a different language from yours.
- What a caring response looks like.
- Differentiating between caring and non-caring communications in a variety of job related situations.

Knowledge of Self

- Interrelationship between self-concept, self-esteem and interpersonal communications.
- Recognizing how perception influences one's reality and experience of situations.
- Societal, cultural and experiential influences on perceptions and self-concept.
- Using self-reflection to determine one's choices and patterns of communications.

Non-Verbal Communication

- Gestures, postures, facial expressions.
- Use of space.
- Use of objects.
- Positioning of self in relation to the other person.
- Tone and volume of speech.
- Non-language sounds.
- Personal choices and what these communicate.
- Appropriate and caring use of touch.
- Reflecting on one's own non-verbal communications.
- Being attuned to the non-verbal communications of clients/residents and others.

Responding to Others

- Non-verbal listening skills.
- Using open-ended questions.
- Using paraphrasing/perception checking.
- Listening & responding empathically.

Conflict Management and Resolution

- Value of conflict in interpersonal relations.
- Applying skills (e.g. listening and responding skills) to defuse anger and conflict.
- Assertive communications: assertive vs. aggressive responses.
- How and when to say "no".
- Factors that signal it's time to remove self from a situation.

Multiculturalism and Diversity

- Race, ethnicity and culture.
- Diversity of backgrounds.
- Generational differences.
- Prejudice and discrimination.
- Effects of culture.

	<ul style="list-style-type: none"> • Culture and family. • Culture and religion. • Appreciating diversity of backgrounds: generational differences. • Culturally sensitive communication.
O:	<p>Methods of Instruction:</p> <p>Lecture Group discussion/group activities Audio-visual materials Case studies May include other methods (e.g. guest speakers, role play, etc.)</p>
P:	<p>Textbooks and Materials to be Purchased by Students:</p> <p>A list of recommended textbooks and materials is provided to students at the beginning of the semester.</p>
Q:	<p>Means of Assessment:</p> <p>Course evaluation is consistent with Douglas College course evaluation policy. An evaluation schedule is presented at the beginning of the course.</p> <p>This is a graded course. A minimum mark of 65% is necessary to be successful in the course.</p>
R:	<p>Prior Learning Assessment and Recognition: specify whether course is open for PLAR</p> <p>No</p>

Course Designer(s)

Education Council / Curriculum Committee Representative

Dean / Director

Registrar