

Grande Prairie Regional College



Department of Human Services

Course Outline - Winter 2011

CD 2080: Interpersonal Communication II

In this course, the student will build on the knowledge and skills from HS1000 and apply them to the development of skills for more complex situations, specifically those related to relationships at work, although they are generally applicable for all interpersonal relationships.

This course is delivered on the Internet, using two major modes of delivery. Most resources will be accessed through Moodle, a Web program that allows you to work from anywhere at any time. Although you will be working through CD2080 with a group of others, you will be able to do most of your work at any time of day or night. On occasion throughout the course, we will also use another Web program to come together for an audio conference. On these occasions only, we will all need to be online at the same time and we will work to find times when everyone can join in. In this course, you will do a group project and, together with the other members of your group, you will use the audio conference program and/or other communication tools to have real-time meetings with the members of your group.

If, at any point, you are having trouble accessing the course materials online or with other aspects of the delivery technologies, please contact us:

Computer Help Desk

Computer Help Desk - 1-877-832-7667 (Choose 1 for Technical Support).
The local Grande Prairie number is: 539-2030. Email is pclabrequests@gprc.ab.ca - For technology problems and for assistance setting up your home computer to access course resources (Learning Activities, Moodle, Elluminate, etc.)

Dates:

February 28th – April 28th, 2011

Modes of Delivery:

Online via Moodle <http://moodle.gprc.ab.ca/> supplemented with online audio conferences accessed through Moodle, spaced throughout the duration of the course and scheduled to suit the convenience of the greatest number of students possible.

Hours/Credits:

Equivalent to 30 hours; 2 Credits

Instructor:

Tanya Ray

Contact:

- Grande Prairie Local Calls: 780-539-2043
- All others Call: 1-877-832-7667 (Choose "3" for Instructional Support, "4" for Early Learning and Child Care, and "2" for Tanya Ray)
- email: tray@gprc.ab

Pre/Corequisites:

HS 1000 or equivalent

Course Description

Students build on their interpersonal skills learned in HS1000 and apply them to the workplace setting with an emphasis on the role of communication in organizational climate, feedback, conflict and teambuilding.

Required Resources:

Textbook: Adler, R.B., Proctor, R.F., Towne, N., and Rolls, J.A. (2008) *Looking Out Looking In*. (3rd Canadian ed.). Scarborough, Ontario: Nelson Thomson Learning.

Access to the Internet - While dial-up access will work, high speed access is preferable.

Course Format:

This course is delivered on the Web, through Moodle and supplemented by live Web conferences delivered through Elluminate. The course will be completed in conjunction with a cohort of learners who will journey through the material at approximately the same pace, even though they may all log in to Moodle at different times.

A combination of the textbook and online notes will be used to deliver the theoretical concepts of the course while online discussions and live audio discussion with cohort members will be used to enhance understanding of the concepts. A major team work assignment, individual assignments, learning activities, and online quizzes will provide practical application and assessment of knowledge and skills. A schedule is included at the end of this outline and you will also receive regular reminders of the schedule in the Calendar field on the right hand side of your screen.

Course Objectives:

1. Identify factors that contribute to a positive or negative communication climate in work settings.
2. Develop communication strategies to promote a positive communication climate.
3. Identify and practice means of appropriately giving and receiving feedback in the workplace.
4. Discuss the significance of conflict in interpersonal and workplace relationships, communication factors that affect it, and methods of dealing with conflicts.
5. Demonstrate the use of communication skills to resolve a conflict situation while maintaining a positive communication climate.
6. Develop knowledge and skills to become a productive team member in the workplace.
7. Practice accomplishing a concrete task as a member of a team.

Grading:

Item	Description	% of Course Grade
Unit 1 Assignment	Application of Gibbs Categories of Supportive and Defense-Arousing Communication	15%
Unit 2 Assignment	Application of the Clear Message Format	15%
Unit 3 Assignment	Teamwork Project and Evaluation	30%
Online Discussion Postings	Posting, reading, and responding to the postings of others in online discussion forums	15%
Participation	Taking an active role in online voice conferences and making frequent and thorough use of learning activities posted in the course.	10%
Unit Quizzes	Best of the two possible scores for each unit's quiz, averaged across the four units and the review quiz.	15%
Total		100%

Course Component Descriptions:

Assignments

Each of the first two units in the course has an assignment which requires application of skills discussed in the unit to given or actual situations. The assignment for unit three allows you to experience the process of team development and to practice your role as an effective team member.

Details for the assignments will be available in the folder for the applicable unit. Unless other arrangements are made, all assignments will be submitted online through the Assignment area in Moodle. Marked work will be returned online within one week of the assignment due date. Assignment due dates are firm unless prior arrangements are made in exceptional circumstances.

Online Discussion

In each of these Discussion Boards in the course there is a topic or question posted by the instructor. Each student is responsible for, at minimum, posting a response to the instructor's question or topic and for posting a reply to at least one posting by another learner. Additional postings are very much encouraged and will be rewarded with grades. The quality of the postings made by each learner is, however, more important than the quantity. (For example, several postings of the "I agree" or "Good idea" variety will earn fewer grades than a single posting that offers meaningful comments and suggestions and provides specific evidence or references to support claims.)

In addition, there is a General Discussion forum, called the "Parking Lot". It is available for any topic that you may wish to discuss with your colleagues. You are encouraged to post issues and questions in this area and to respond to the postings of others. The General Discussion area is intended for free discussion and will not be graded.

Participation

The Participation grade for this course has two components. First, and most importantly, it includes participation in the Online Voice conferences. Learners will be rewarded for attending the sessions, for being prepared by thinking about the set questions in advance, for taking an active part in the discussion, and for raising additional and related issues to spark further discussion.

The other part of the participation grade for the course comes from making use of the learning activities in the course content area for each unit. These learning activities are not graded but your instructor can see if you have made use of them.

Unit Quizzes

Each of the units in this course has a quiz and students will have two opportunities to take each one. The unit quizzes are intended to encourage learners to read the assigned textbook chapters and online notes with close attention. These quizzes are not intended to be closed book. You may use your notes and textbook while you are doing the quiz. The better of your two scores for each unit will count toward your course grade. The quizzes are fully online and may be done at any time up to the due date (at which point you will no longer have access to them).

Policies:

Students are responsible for being familiar with Student Rights and Responsibilities and Plagiarism found in the College calendar or at <http://www.gprc.ab.ca/students/admissions/conduct/>