

**GRANDE PRAIRIE REGIONAL COLLEGE  
DEPARTMENT OF COMMUNITY REHABILITATION**

**RP1203 INTERPERSONAL COMPETENCE**

**WINTER 2004 – March 9 – March 25, 2004**

**CLASS TIMES:** Tuesday and Thursday 9:00 - 10:50

**CLASS LOCATION:** B303

**INSTRUCTOR:** Marsha C. Zalik

**OFFICE:** H230

**OFFICE HOURS:** Monday 11:00 - 12:00  
Tuesday and Thursday 11:00 – 12:00  
1:00 - 2:00

**PHONE:** 539-2894

**E-MAIL** [mzalik@gprc.ab.ca](mailto:mzalik@gprc.ab.ca)  
Or WebCT

**PREREQUISITE(S):** HS1000

**COURSE DESCRIPTION:**

This course provides students with opportunities to grow in their understanding of themselves and to use that understanding as a springboard to personal growth. Awareness of the effect of behaviour in interpersonal situations is promoted and new skills are developed to increase communication effectiveness in personal life and at work.

The course builds upon the self-understanding and awareness developed in HS1000, examining the role of emotion in communication, and developing rudimentary skills in conflict resolution.

Wood, J., Henry, A. (2002). **Everyday Encounters: An Introduction to Interpersonal Communication**, 2<sup>nd</sup> Canadian edition: Scarborough, Ontario: Nelson Thomson Learning.

Readings from other sources may be assigned during the course. If so, these readings will be placed on reserve on the library and posted on WebCT.

### **CLASS FORMAT:**

This is a web-enhanced course with extensive utilization of WebCT.

WebCT is a computer platform designed for the delivery of courses. A Web-enhanced course uses the web to supplement classroom instruction. You will need to use WebCT for

- Some of the assigned reading
- Assignment guidelines
- Handouts
- Lesson plans outlining what was covered in class so that learners who have had to be absent can find out what they missed.
- Lecture notes / PowerPoint presentations
- Exemplary assignments from previous years to be used as models.

WebCT will also provide a course email system. It is the most efficient way to contact me as I check course email at least once during the day and usually again in the evening.

Learning journal work will be posted on WebCT and, if the class wishes, I can chat rooms can be set up.

**Classes** will involve a variety of activities. There will be small group work, class discussions, mini-lectures, and a variety of other activities designed to promote active learning of the course content.

Student participation in learning activities is vital to this course. According to Edgar Dale's (University of Texas) research, we tend to remember 10% of what we read, 20% of what we hear, 30% of what we see, 50% of what we hear and see, 70% of what we say and 90% of what

### **we both say and do.**

Strategies promoting active learning are, therefore, critical to this course. Learners must come to classes prepared, with assigned readings and exercises thoughtfully completed, in order to be able to fully participate and benefit from classroom learning activities.

### **CLASS FORMAT:**

Classes will involve a mixture of small group and class activities, role playing, discussion and lecture. It is essential that learners come to class prepared as participation is essential for success in this course. Meaningful participation will require that advance readings and learning journals be completed.

### **COURSE OBJECTIVES:**

Students will

1. Demonstrate knowledge of the role of emotion in communication.
2. Discuss the elements of positive interpersonal relationships and demonstrate knowledge of strategies for sustaining satisfying relationships.
3. Demonstrate recognition of the importance of positive communication climates, the factors that impact communication climates and develop skills for creating and sustaining healthy climates.
4. Identify the nature and styles of conflict and conflict resolution.
5. Recognize how organizations for which we work serve as a context for communication in the workplace.
6. Demonstrate basic understanding of group process and identify strategies for improving communication in groups.

## **STUDENT EVALUATION:**

### **1. Assignment 30%**

#### **Communication Skill Assignment**

Learners are required to complete one (1) Communication Skill assignment on the use of defensive and supportive language. Detailed instructions for the completion of the assignment is attached and is posted on WebCT. It is suggested that students wait until the relevant material is covered in class before completing the assignment.

The Communication Skill assignment must be **typed, double spaced**, and well formatted. (Process recording section may be handwritten. ) It follows the same structure as those completed in HS100. Marks will be awarded for appearance, organization, and proper language usage.

### **2. Tests 30%**

There will be two (2) unit tests, one mid-way through the semester and one in the last class of the semester.

There is no comprehensive final exam in this course.

Each unit test will be worth 15% of the final grade.

### **3. Learning Journals (WebCT discussions) 30%**

Learning journal exercises are designed to provide learners with structure for thinking about and applying concepts covered in class and in readings. Some of these exercises will form the basis of in-class activities.

Learning journal exercises will be assigned throughout the course. Some will be based on exercises in the textbook. Others will be handed out in the class before they are due.

Learning journals should be kept in a separate duo tang (or similar folder).

Approximately once a week, the instructor will collect and review 5 randomly chosen learning journals.

Learning journal marks will be based on both completion and quality of the exercises. Quality is defined as obvious attempts to complete the exercise to the best of the learner's ability. Learners should not be afraid to try exercises for fear of making mistakes. Errors

will not be penalized. Only sloppy work and evidence of minimal effort will cost learners' marks.

Learning journals need not be typed. But handwritten journals must be neatly written, laid out, and **double spaced**.

#### **4. Participation 10%**

Participation grades will be based on attendance, punctuality, participation in group and class activities, participation in class discussions, and even interaction during lectures (e.g. asking clarifying questions, offering illustrative examples, etc.).

Punctuality means not only arriving on time, but ensuring that you do not disrupt the class if and when you must be late. Save your questions about what you missed until after class. Your classmates need to get on with the lesson as planned.

Helping each other learn is another important part of participation. Anything you do that contributes to a positive climate in the classroom will earn you participation grades. On the flip side behaviours that interfere with classmates' learning will be penalized. These behaviours include private conversations between students, griping and complaining without offering constructive alternatives, and other behaviours that contribute to negative classroom climate and thus make learning more difficult. If your conversation is relevant to the class material, please share it with all of us. If it is not, please save it until you are out of class.

### **Student Support**

The Writing Centre is available to help you improve the quality of your written assignments. Please use it. You will find it makes a difference to you marks.

**N.Q.A.** coupons worth 2 days will be distributed early in the semester. These coupons may be used for extensions on assignments. **NO OTHER EXTENSIONS WILL BE CONSIDERED.** Late submissions without N.Q.A. coupons will not be accepted.

## GRADES:

Grande Prairie Regional College uses the ALPHA grading system as described below.

Alpha Grade	4-point Equivalence	Descriptor
A+	4.0	Excellent
A	4.0	Excellent
A-	3.7	First class standing
B+	3.3	First class standing
B	3.0	Good
B-	2.7	Good
C+	2.3	Satisfactory
C	2.0	Satisfactory
C-	1.7	Satisfactory
D+	1.3	Poor
D	1.0	Minimal pass
D-	0.0	Fail

## PROFESSIONAL BEHAVIOUR

1. Assignments must be submitted on or before the date they are due.
2. **N.Q.A. Coupons.** Each student will be provided with a "No Questions Asked" coupon worth two days of extensions on assignments. Students are advised to use these coupons wisely. **Other requests for extensions will NOT be considered.**
3. Any student not able to write the test on the date scheduled must speak with the instructor **BEFORE** the scheduled test indicating the reasons he/she is unable to do so. The instructor reserves the right to determine the validity of the reason. Should it be agreed that the absence will be excused, an alternate date will be set. If the student fails to write on the alternate date, a grade of zero will be assigned.
4. Professional Behaviour includes teamwork. Our class is a team (albeit, a large one). You are expected to contribute to the functioning of our team so as to help "get the job done". The 'job' in this case, is for each and every one of us to maximize our learning. We need your help.

## **NOTES:**

