



School of Health, Education and
Human Services

ELCC 125

Interpersonal Relationships and Communication Skills

Term: Fall 2021

Number of Credits: 3

Course Outline

INSTRUCTOR: Laurie Parker

E-MAIL: laurie.parker@yukonu.ca

OFFICE HOURS: By appointment or on Zoom

CLASSROOM: A2103

TIME: 6:30 to 9:30 p.m.

DATES: Thursdays Sept. 9 to Dec. 16

COURSE DESCRIPTION

Through the use of self-reflection, theory, and experience, this course will help students develop effective communication skills for use in interpersonal relationships and team environments. The focus of skill development is for application to workplace environments, particularly in the North. Attention is given to the many influences and factors affecting interpersonal interactions and to the skills required to contribute to effective team processes.

COURSE REQUIREMENTS

Prerequisite(s): None. It is recommended that students have completed Grade 12, with English 12.

EQUIVALENCY OR TRANSFERABILITY

Receiving institutions determine course transferability. Find further information at:

<https://www.yukonu.ca/admissions/transfer-credit>

LEARNING OUTCOMES

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

- Describe and critically analyze the components of effective interpersonal communication skills
- Demonstrate self-analysis and reflection to examine personal communication styles and the attitudes, beliefs, and values that underlie them
- Perform interpersonal communication skills to establish and enhance personal work-based relationships characterized by open and honest communication and effective conflict resolution in diverse environments
- Apply effective communication skills appropriate to purpose, audience and situation demonstrating an understanding of the differences in context of northern environments and First Nations cultures

COMPELLING QUESTION FOR THIS CLASS:

Which is more important in communication, listening or speaking?

SUPPORTING QUESTIONS FOR THIS CLASS:

- In what ways do we communicate without using words?
- What does it mean to listen?
- What does it mean to talk?
- What is the role of self in communication?
- What other factors contribute to the success or failure of communication?

COURSE FORMAT

Weekly breakdown of instructional hours:

This 45-hour course will be delivered in the classroom and/or blended delivery. Each lesson will include a variety of teaching/learning experiences. These strategies may include lecture, large and small discussion groups, in-class projects, experiences, simulations, role plays, observations, readings, audio-visual aids, guest speakers, and students' individual assignments.

Students will be asked to participate in team and group situations. The instructor will serve as a resource to the teams, offering feedback on effectiveness and assisting with group process.

Delivery format

The weekly classes are intended to be face-to-face sessions on campus unless the ELCC student lives in a Yukon community. In that case the student will join the class online.

There may be times on occasion when asynchronous components will be used.

EVALUATION

Assignment Number	Topic	Grade
Assignment #1	Communication Reflections Log	30%
Assignment # 2	Engagement and Demonstration of Communication Skills	15%
Assignment # 3	Video Recording and Written Plan Speaking and Listening	30%
Assignment # 4	Group Video Project	25%
Total		100%

COURSE WITHDRAWAL INFORMATION

Refer to the Yukon University website for important dates: <https://www.yukonu.ca/admissions/important-dates>

TEXTBOOKS & LEARNING MATERIALS

Adler, R.B, Rosenfeld, L.B, Proctor, R.F. & Winder, C. (2020). *Interplay: The process of interpersonal communication* (5th ed.). New York, NK: Oxford University Press.

ACADEMIC INTEGRITY

Students are expected to contribute toward a positive and supportive environment and are required to conduct themselves in a responsible manner. Academic misconduct includes all forms of academic dishonesty such as cheating, plagiarism, fabrication, fraud, deceit, using the work of others without their permission, aiding other students in committing academic offences, misrepresenting academic assignments prepared by others as one's own, or any other forms of academic dishonesty including falsification of any information on any Yukon University document.

Please refer to Academic Regulations & Procedures for further details about academic standing and student rights and responsibilities.

[https://www.yukonu.ca/sites/default/files/policies/Academic%20Regulations Effective%20July%201%2C%202021%20-%20Dec%2031%2C%202021.pdf](https://www.yukonu.ca/sites/default/files/policies/Academic%20Regulations%20Effective%20July%201%2C%202021%20-%20Dec%2031%2C%202021.pdf)

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon University Academic Regulations (available on the Yukon University website). It is the student's responsibility to seek these accommodations by contacting the Learning Assistance Centre (LAC): LearningAssistanceCentre@yukonu.ca.

TOPIC OUTLINE

WEEK	TOPIC
1	<i>Welcome and Introduction to Interpersonal Communication</i>
2	<i>Interpersonal Process</i>
3	<i>Communication and Self</i>
4	<i>Non-Verbal Communication</i>
5	<i>Listening Theory and Practice Part 1</i>
6	<i>Listening Theory and Practice Part 2</i>
7	<i>Perception</i>
8	<i>Emotions</i>
9	<i>Language</i>
10	<i>Communication Climates</i>
11	<i>Work, Group and Team Communication</i>
12	<i>Managing Conflicts Team Exercises</i>
13	<i>Managing Conflicts Team Exercises - Group Video Presentations</i>