



School of Health, Education and Human Services
ELCC 125
Interpersonal Relationships and Communication Skills
Term: Fall
Number of Credits: 3

Course Outline

INSTRUCTOR: Sue Starks
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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, and English 12.

RELATED COURSE REQUIREMENTS

It is highly recommended that all students have access to a computer or other device and Internet to do their studies. The minimum specifications for a student device are as follows:

Requirement	Windows-based PC	Apple Mac/macOS-based PC
Operating System	Windows 10	macOS X
Web Browser	Firefox, Edge, or Google Chrome	Firefox, Edge, or Google Chrome
RAM/Memory	4 GB	4 GB
Storage	5 GB of available space	5 GB of available space

EQUIVALENCY OR TRANSFERABILITY

Listed in BC Transfer Guide

CAMO PSYC 154 (3)

DOUG CCSD 1220 (3)

LANG EDAS 1220 (3)

UFV HSER 120 (3)

www.yukonu.ca

LEARNING OUTCOMES

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

- Describe and critically analyse 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

COURSE FORMAT

Delivery format

This course will include 45 hours of blended learning. A combination of synchronous (virtual real-time class meetings through Zoom), asynchronous (web-based via Moodle) learning activities are provided with the possibility of some in-person sessions on specific topics later in the term. Each lesson will include a variety of teaching-learning experiences. Learning activities may include but are not limited to facilitator-led learning, discussion groups, projects, experiences, simulations, role plays, observations, readings, on-line exercises, 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.

EVALUATION

Assignment #1: Communication Reflections Log	40 %
Assignment #3: Video Recording and Written Plan Speaking and Listening	30 %
Assignment #4: Group Project	30 %
Total	100%

Please see additional comments about assignments in the assignment package.

Attendance and Participation

Much of the learning is done in the virtual classroom. Students learn from each other, as well as from the instructor; therefore, attendance and appropriate participation are essential.

Students are expected to attend and participate in all classes, are expected to be actively involved in discussions, and must take responsibility for their own learning. Their personal experience and thoughts will provide much of the material for discussion; therefore, it is expected that students are prepared for classes by having completed the required readings, assignments, and other assigned work. Emphasis will be placed on learning-by-doing and on personal reflection on individual experiences.

Professional behavior is expected. If students expect to miss a class, students will communicate with their instructor ahead of time.

Note: If a student is absent from more than 10% of the course, the instructor may designate make-up assignment(s), which would be designed to demonstrate the student's understanding of content missed. This opportunity is at the discretion of the instructor and, if undertaken will be accompanied by an assignment contract.

Assignments

Assignments will be discussed at the beginning of the course and presented in writing with criteria clearly defined. All students are encouraged to contact the instructor if they have questions or concerns about assignments or their progress. In exceptional circumstances, students may discuss alternate arrangements with their instructor (such as late submission of assignments, etc.)

ALL assignments must be submitted punctually. 5% will be deducted for each calendar day that an assignment is late.

Please see additional comments about assignments in the assignment package.

A minimum grade of D is required to pass this course. However, your program may require a higher grade in this course for you to progress in the program or to meet your specific program completion requirements. **For Practical Nurse students, an overall minimum final mark for this course must be 64%, letter grade C, grade point value of 2.0 to pass this course.** Please consult with your program area or contact your program chair for further details.

A minimum Grade Point Average of 2.0 is required for graduation.

GRADE	PERCENTAGE	GRADE POINT	DESCRIPTION
A+	95-100	4.0	Exceptional: superior knowledge of subject matter
A	90-94	4.0	Excellent: outstanding knowledge of subject matter
A-	85-89	3.67	
B+	80-84	3.33	

B	75-79	3.0	Very Good: knowledge of subject matter generally mastered
B-	70-74	2.67	
C+	67-69	2.33	
C	64-66	2.0	Satisfactory/Acceptable: knowledge of subject matter adequately mastered
C-	60-63	1.67	
D+	57-59	1.33	
D	50-56	1.0	Minimal Pass
F	Less than 50	0.0	Fail: an unsatisfactory performance

COURSE WITHDRAWAL INFORMATION

Refer to the YukonU website for important dates.

TEXTBOOKS & LEARNING MATERIALS

Adler, R.B., Rosenfeld, L.B., Proctor, R.F. & Winder, C. (2020). *Interplay: The process of interpersonal communication. Fifth Canadian edition.* Toronto: 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.

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

Introduction to Interpersonal Communication

Interpersonal Process

Communication and Self

Perception

Emotions

Language

Non-verbal Communication

Listening Theory and Practice – Part 1 & 2

Communication Climates

Managing Conflicts Team Exercises

Work, Group and Team Communications