



COM 319 INTERPERSONAL COMMUNICATION

5 Credit Hours
Effective: October, 2007

REQUIRED TEXTBOOKS

DeVito, J. (2007). *The Interpersonal Communication Book* (11th ed.). Boston, Mass.: Allyn & Bacon.

Goldstein, N. (2008). *The Associated Press Stylebook* (revised, updated ed.). New York, N.Y.: Basic Books. [NOTE: Required for all Communications courses]

PREREQUISITE

COM 201: Introduction to Communications (or equivalent).

COURSE DESCRIPTION

Interpersonal communication is a human behavior that individuals engage in on a daily basis. It is also a process that can provide pathways to success in professional and private life for those who learn to navigate its nuances. The intent of this course is to help students increase their understanding of what happens when people communicate. Students will have an opportunity to learn about the roles emotional intelligence, non-verbal communication and listening play in the process. They will come to better understand relationship building and how to approach and manage conflict. They will investigate ways in which cultural contexts affect how communication takes place. Ultimately, students will obtain tools allowing them to gauge how effective they are at communicating and design plans to grow and progress as interpersonal communicators.

PROGRAM CONTEXT

“Interpersonal Communication” is a foundational course that provides students with the theoretical framework needed to develop and hone their abilities in human communication. The course emphasizes skills and strategies that will aid students in constructing a solid foundation from which they can demonstrate competencies in building appropriate relationships, understanding emotional intelligence, managing conflict, negotiating, and engaging in mediation. Successful completion and mastery of the learning outcomes for the course are both transferable and applicable to the more specialized courses in the program, including intercultural communication, persuasive communication and public relations.

This course contributes to the following end-of-program outcomes:

1. Communicate effectively with individuals and groups from diverse cultural, linguistic and social backgrounds;
2. Deliver messages effectively in multiple presentation formats;
3. Implement effective strategies and practices in message management and communications in multiple media;
4. Develop messages that influence values, attitudes, knowledge and practices of various groups;
5. Develop personal, group and organizational effectiveness through the critical use of information;
6. Use interpersonal communication skills to gather information, negotiate, resolve conflicts, persuade and mediate;
7. Develop and implement communication plans that apply to complex social, political and organizational systems;
8. Use innovative and creative methods to anticipate future needs and adapt to rapidly changing environments;
9. Participate productively in the professional communications community.

COURSE OUTCOMES

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

1. Apply strong written and oral communication skills;
2. Use persuasion and argumentation concepts to construct communications;
3. Adapt messages to specific audiences, situations and contexts;
4. Demonstrate credibility;
5. Find, evaluate and apply information;
6. Use technology skills to analyze and communicate;
7. Critically reflect on experiences and improve problem-solving, decision-making skills and performance;
8. Understand diversity and the potential for intercultural misunderstanding;
9. Understand and apply the theory and models that govern person-to-person communication;
10. Know the components that make up emotional intelligence and understand its role in communicative exchanges;
11. Assess one’s own communication strengths and weaknesses and develop a strategy for ongoing development and improvement;

12. Know the role conflict plays in communication and implement effective strategies, based on communication theory, to address and manage conflict;
13. Make ethical and sound decisions with a global perspective.

COURSE CONTENT

To achieve the course outcomes, you will learn these specific concepts and skills:

1. Communication literacy;
2. Information literacy;
3. Critical thinking and reflection;
4. Audience analysis;
5. Communication ethics;
6. Cross-cultural communication;
7. Diversity and cultural competence;
8. Communication models;
9. Nonverbal communication;
10. Verbal communication;
11. Listening;
12. Empathy taking;
13. Cognitive complexities;
14. Rhetorical style;
15. Argumentation.

COURSE ASSESSMENTS

The grade for this course is based upon successful mastery of four major assessments – two exams and two projects – as well as activities and readings that help in preparation for these assessments. An important part of learning is interaction with others.

While the instructor will provide detailed instructions on assignments, general guidelines are below.

Course Activities

Students are expected to participate in weekly discussions and activities. Discussions and activities may include collaborative learning (group work) and individual assignments.

Self Analysis and Communications Plan

Students will use various tools to assess personal communication skills and tendencies and, using what they've learned during the course, reflect on their interpersonal communication prowess and formulate a plan charting how they will enhance and improve those skills.

Group Project and Presentation

Students will have an opportunity to work in groups to explore a major communications issue and present their findings to the class. The project will include a reflections aspect in which the group analyzes how the group functioned and dealt with interpersonal communications issues while completing its task.

Exams

Students will take two major exams – a midterm and a final – covering concepts presented in the text and in Blackboard. Exams may include a variety of types of questions. Your instructor will provide details.

COURSE GRADING

Course Activities	30%
Self Analysis and Communications Plan	20%
Group Project and Presentation	20%
Midterm Exam	15%
Final Exam	15%
TOTAL	100%

The City University of Seattle grading scheme, which is provided for guidance only, is found [in the City University of Seattle Catalog](#).

ADDITIONAL COURSE INFORMATION

Your instructor will provide the following information in your individual BlackBoard course, accessed through the City University Portal three days prior to the start of the class:

- Welcome letter;
- Specific course policies regarding assignment submission, participation, late work, etc.;
- Detailed evaluation and grading information;
- Schedule of course activities and due dates;
- Miscellaneous information.

REQUIRED AND RECOMMENDED RESOURCES

Interpersonal communication articles selected by the instructor and accessible through City University Library, as well as Web links provided by the instructor.

As a City University student, you have access to library resources regardless of where and how you are taking this class. To access the resources that are necessary to complete your coursework and assignments, visit the library menu in the My.CityU portal at <http://my.cityu.edu>.

A good place to begin your research is through the program or course resource sections that provide links to relevant journals, books, and Web sites. Search the library's online catalog to locate books and videos, and place requests to have items mailed to you (services vary by location). Search the online databases for journal, magazine, and newspaper articles. Articles that are not available full text in the library's collection can be requested from other libraries and delivered to you electronically.

For additional help, submit your question via the *Ask a Librarian* e-mail service available through the portal or call 800.526.4269 (U.S. or Canada) or 425.709.3444.

OTHER CITY UNIVERSITY LINKS:

ACADEMIC INTEGRITY

Students are responsible for understanding City University of Seattle's policy on Scholastic Honesty and are required to adhere to its standards in meeting all course requirements. Please click on the following link and find the section titled [Scholastic Honesty](#) under Student Rights & Responsibilities.

DISABILITY RESOURCES

If you are a student with a disability and you require an accommodation, please contact the Disability Resource Office at 1.800.426.5596 ext. 5228 as soon as possible. For additional information, please see the section titled [Students with Special Needs](#) under Student Rights & Responsibilities.

SMART THINKING

Online tutoring, writing services, and homework help available 24/7 at <http://www.smarthinking.com>.