

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title: Interpersonal Communication**

**Prefix and Course Number: CMST& 210**

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**Course Learning Outcomes:**

**By the end of this course, a student should be able to:**

- Describe the importance of improving self concept and demonstrate skills
- Demonstrate effective listening skills
- Demonstrate stress management
- Demonstrate body relaxation, visualization and breathing skills
- Demonstrate conflict problem skills

**Course Outline:**

- I. Interpersonal Relationships
  - A. Why We Communicate
  - B. The Process of Communication
  - C. Communication Principles and Misconceptions
  - D. Nature of Interpersonal Communication
  - E. Communication about Relationships
  - F. Communication Competence
- II. Self Concept
  - A. How Self Concept Develops
  - B. Characteristics
  - C. Culture and Self Concept
  - D. Self-fulfilling Prophecy and Communication
  - E. Changing your Self Concept
  - F. Characteristics of Identity Management
- III. Perception
  - A. The Perception Process
  - B. Influences on Inaccuracy of Perception
  - C. Accuracy and Inaccuracy of Perception
  - D. Perception Checking to Prevent Misunderstandings
  - E. Empathy and Communication
- IV. Emotions
  - A. What are Emotions?
  - B. Types of Emotions
  - C. Influences of Perception
  - D. Guidelines for Expressing Emotions
  - E. Managing Difficult Emotions
- V. Language
  - A. Nature of Language
  - B. Impact of Language
  - C. Uses and Abuses of Language
  - D. Gender and Language
  - E. Language and Culture
- VI. Nonverbal Communication
  - A. Characteristics of Nonverbal Communications
  - B. Verbal vs. Nonverbal Communication

- C. Types of Nonverbal Communication
- VII. Listening
  - A. Elements of the Listening Process
  - B. Ineffective Listening
  - C. Why We Don't Listen
  - D. Informational Listening
  - E. Listening to Help
- VIII. Communication and Relationship Dynamics
  - A. Why We Form Relationships
  - B. Models of Relational Development and Maintenance
  - C. Self-disclosure in Relationships
  - D. Alternatives to Self-disclosure
- IX. Improving Communication Climates
  - A. Communication Climate
  - B. Defensiveness
- X. Managing Interpersonal Conflicts
  - A. The Nature of Conflict
  - B. Personal Conflict Styles
  - C. Assertion Without Aggression
  - D. Conflict in Relational Systems
  - E. Variables in Conflict Styles
  - F. Methods of Conflict Resolution
  - G. Win-Win Communication Skills
  - H. Constructive Conflict