

Spokane Falls Community College  
**COURSE LEARNING OUTCOMES AND OUTLINE**

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Prefix and Course Number  
Course Title

HS 136  
Improving Interpersonal Communication

Last Modified: Date Unavailable

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### Course Learning Outcomes

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

- Select and use a variety of communication strategies and responses based on situational contexts, goals, and human needs.
- Recognize that perceptions vary and demonstrate the ability to perform perception checks.
- Identify emotions in oneself and others.
- Demonstrate active listening through the use of paraphrasing, authentic questions, and reflecting.
- List personal guidelines for creating and sustaining healthy communication climate.
- Send and interpret verbal and nonverbal messages with accuracy.
- Access communication resources and opportunities as necessary to fulfill human potential and contribute to the wellbeing of families, communities and society.
- Practice effective interpersonal conflict management principles.

### Course Outline

#### **1. Values**

- Expressed values
- Operational values
- How values are acquired
- How values are modified
- Relationship between values, attitudes, feelings, and behavior

#### **2. Self-assessment**

- The transactional model
- Identifying ones strengths and weaknesses
- Self-concept/Motivation

#### **3. Personal goals, Objectives and aspirations**

- Personal goals - short and long range
- Goal setting - clear and unclear
- Clarifying expectations of self and others
- Establish and maintain relationships, social, family and work.

#### **4. Communication skills development**

- Active listening
- Perception checking
- Paraphrasing and reflection
- Feedback
- Constructive openness