

Spokane Falls Community College

Course Learning Outcomes and Outline

Prefix and Course Number ICS 136
Course Title Improving Interpersonal Communication

Version Date: 11/21/18

Course Learning Outcomes

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

1. Describe the characteristics of competent communicators.
2. Explain how perception affects communication and perception check effectively.
3. Evaluate own listening habits and practice effective listening skills.
4. Explain the role of verbal and nonverbal expression in interpersonal relationships.
5. Practice effective conflict management techniques.
6. Explain cultural influences on communication and practice empathy and tolerance.
7. Develop skill in selecting and using a variety of communication strategies and responses based on situational contexts, goals, and human needs.

Course Outline

- I. Characteristic of competent communicators
 - A. Self-awareness / self-monitoring
 - B. Adaptability - communication patterns
 - C. Emotional Intelligence
 - D. Cognitive complexity
 - E. Ethics
- II. Perception
 - A. Perception process – selecting, organizing, interpreting
 - B. Visual and aural stimulation
 - C. Needs and interests – influence of expectations
 - D. Barriers – decode and overcome
- III. Listening
 - A. Types of listening
 - B. Active listening techniques and strategies
 - C. Barriers – identify and overcome
- IV. Non-Verbal
 - A. Types of nonverbal
 - B. Strategies for improvement
 - C. Effects of nonverbal communication

- V. Conflict
 - A. Types of interpersonal conflicts
 - B. Personality styles
 - C. Positive and negative effects
 - D. Resolution strategies

- VI. Culture and gender
 - A. Cultural and gender awareness and relationship
 - B. Cross-cultural perspectives and communication
 - C. Communication styles, differences, and strategies

- VII. Interpersonal relationships
 - A. Self and others
 - B. Types and stages
 - C. Establishment, development, and maintenance
 - D. Characteristics – healthy, unhealthy, difficult