



Columbia College

Fundamentals of Effective Interpersonal Communication (COMM115)

Lecture 2

Course Outline

Semester Dates: August 2, 2021 to September 4, 2021

Please note that when a holiday falls during the week, your class will be rescheduled for the Friday of that week. Students are required to make arrangements to be present at the rescheduled class.

Facilitator: Tiara Fernando

Email: tiara.fernando@columbia.ca

Class Time: 8:30 AM to 11:00 AM (Tue./Thurs.)

Room: COMM115 Microsoft Teams and
COMM115 Moodle Page

Credit: 3

Prerequisite: None

Note: It is the student's responsibility to be familiar with the information contained in the Course Outline and to clarify any areas of concern with the facilitator.

Course Description:

Successful, healthy, and productive interpersonal relationships form the foundation of human services work. This course focuses on building self-awareness, the communication process, and the development of professional communication skills.

Learning Outcomes:

As a result of active participation in these sessions, a student can expect to:

- Explore and evaluate the role of effective communication in establishing and maintaining effective interpersonal relationships.
- Explain how the self develops and apply this information to how you would work with others and how the behavior of others is influenced by the development of the self.
- Demonstrate how to assist oneself and others to improve self-concept.
- Identify personal communication style and develop an awareness of the importance of value clarification in communication.
- Demonstrate the application of the principles of verbal and non-verbal communication to real-life situations and case studies.
- Employ the three-part process of perception to the making of meaning and its application to communication behavior.
- Synthesize the information on how the communication of emotion directly and indirectly impacts the ability to foster individual growth and the quality of relationships and apply its principles to communication effectiveness.
- Explore how the verbal dimension of communication reflects cultural values and perspectives and impacts on communication with Canadian society.

Course Format:

This online course uses a variety of teaching/learning methods including discussion, personal reflection, experiential exercises, student presentations, role-plays, group activities and especially case studies. Our faculty aims to create an online synchronous and asynchronous learning environment where the learner is actively engaged in inquiry, critical thinking and problem solving. The online delivery provides you with a place where you can learn with and from others in a cooperative and collaborative manner.

You are expected to take a very active part in class discussions and take responsibility for your own learning. Be a positive and co-operative team member. Columbia College uses a facilitation model of instruction where the facilitator's role is to facilitate your learning. The expectation is that you will come to class prepared with pre-class homework completed. Your facilitator will engage you in activities that are based on your completed homework and readings. Your enthusiastic and positive approach in the classroom will create an atmosphere that will help every student develop the knowledge, skills and attitudes that are needed for success.

How you conduct yourself in our online classes will, to a large extent, mirror your conduct in society and your future work site. For example, if you have a tendency to ask questions, challenge the ideas of others in a respectful manner, draw out the best from your colleagues, and encourage both group development and task accomplishment in this class, it is likely you will do the same at work. A high level of student involvement and developing professionalism is expected in the classroom as you work towards your goal.

Required Textbooks and Equipment:

Wood, J. & Schweitzer, A. (2016). *Everyday encounters: An introduction to interpersonal Communication*, (5th ed.). Toronto, ON: Nelson Thomson Learning.

Instructor hand-outs.

Recommended Readings and Resources:

Students may access Google Scholar.

Homework Assignment Due for the First Class:

- Read Chapters 1 and 2 in the text, *Everyday encounters: An introduction to interpersonal communications*.
- Read this course outline and prepare to discuss in class.
- Prepare to write a test on the assigned reading.

Evaluation - Assessment of Student Performance:

The final grade in the course will be based on the following elements. Wherever possible facilitators will use rubrics to assess your performance and offer feedback.

Title of Assignment/Examination	Due Date	Weight
Daily Tests	Classes 1 through 10	25%
Forum Response	Class 4	10%
Personal Reflective Paper	Class 7	25%
Group Communication Presentation	Class 10	25%
Final Reflective Project (on Presentation)	Class 10	15%

Please note that all homework and assignments are due 11:59 on the day of class.

Grading:

Grades for each component will be added together at the end of the semester. The final total will be translated to the Columbia College's 4.0 grading scale as follows:

Marking and Grading Conversion:

Description	Letter Grade	Grade Points	Percentage Scale	
Excellent	A+	4.0	100	95
	A	4.0	94	90
	A-	3.7	89	85
Good	B+	3.3	84	80
	B	3.0	79	75
	B-	2.7	74	70
Satisfactory	C+	2.3	69	65
	C	2.0	64	60
	C-	1.7	59	55
Poor	D	1.0	54	50
Failure	F	0.0	49	0

Please note that to pass this course you must earn at least a "C+" (a minimal pass).

Submission and Completion of Assignments:

You are expected to submit assignments on the due date. Any late assignments may be assessed a marking penalty of 5% per day. If you are unable to submit an assignment on the due date, you must request an extension **before** the due date by filling out an *Application for Assignment Extension form (SSPP-F012)* that is to be submitted to the Department Chair for approval. This form is available on Columbia's website, Bldg. 802 – Main Office and from Department Chairs.

Attendance Requirements:

Columbia College believes that students are committed to their program and learning experiences. However, it is understood that there are times when students may be absent from synchronous online classes. Any absences can be viewed as a potentially serious disruption of the learning process and necessary achievement of the learning objectives. If you do not complete your assigned daily test, you are considered absent. Unavoidable absences or lateness must be reported to the course facilitator in advance. Please refer to Columbia College's *Attendance Policy and Regulations (ADM-P151)* for detailed information on Attendance Requirements.

Academic Integrity:

Academic dishonesty is a serious offence and can result in suspension or expulsion from Columbia College.

There is no tolerance for academic dishonesty and any student caught plagiarizing is subject to serious sanctions as outlined in the *Student Code of Conduct Policy (ADM-P229)*. Students are encouraged to familiarize themselves with this policy and avoid any behavior that could possibly be seen as cheating, plagiarizing, misrepresenting, or putting into question the integrity of one's academic work.

Student Conduct:

It is the responsibility of each student to uphold the expectations and responsibilities outlined in the *Student Code of Conduct Policy (ADM-P229)*, *Columbia's Commitment to Human Rights and Diversity Policy (ADM-P029)*, and any additional requirements established by your program.

Generally, each student will:

- be respectful and courteous toward others; this applies to both online synchronous classes and activities such as forum responses.
- demonstrate appropriate and supportive communication skills, and coach, assist, advise and otherwise support other students in their studies;
- manage any personal stress and conflict in a positive and resourceful manner, and assist others to do the same;
- be dressed in a manner appropriate for their workplace or learning environment, as established by the program;
- conduct themselves in a professional manner with regard to their communication with others and their behavior in class;
- conduct themselves with academic integrity in all of their learning activities, tests, exams, and assignments
- keep up with day-to-day classroom and course expectations.

Important Dates:

Description	Date
Last to add/drop courses	5 school operating days from the start of the semester OR before the third scheduled class, whichever is greater
Last day to withdraw without academic penalty	50% or less of the semester has been completed

Appeals:

Please refer to the *Student Appeal Policy (ADM-P177)*.

Students with Temporary or Permanent Disabilities or Medical Conditions:

Students with temporary or permanent disabilities or medical conditions may apply for accommodations. To be considered for an accommodation, a student must register with Columbia College's Accessibility Services by making an appointment with an Accessibility Services Advisor – Main Office – Bldg. 802 or emailing accessibilityservices@columbia.ab.ca. The Department Chair or facilitator is not able to provide you with any accommodations without you taking this step. Please refer to Columbia College's website to review *the Student Accommodation Policy (ADM-P188)* and *the Student Guide to Accessibility Services Handbook (SSCM-001)*.

Student Support:

Students should be aware that Life Coaching, Career and Accessibility Services, and Student Support Services (i.e. tutoring, academic strategists, etc.) are provided by Columbia College. Inquire how to request these services at the Main Office in building 802. It is the student's responsibility to discuss their specific learning needs with the appropriate service provider.

Class Schedule/Overview:

Please note that this schedule is subject to change. Any changes or cancellations will be emailed to you. It is your responsibility to check the email address you have given to the school on a daily basis for any messages from the Department Chair/designate, facilitator or College Administration. It is the student's responsibility to be familiar with the information contained in the Course Outline and to clarify any areas of concern with the facilitator.

Class Session	Topics	Pre-Class Readings
1	<ul style="list-style-type: none">• Exploring Interpersonal Communication• Communication and the Creation of Self	<ul style="list-style-type: none">• Chapter 1 (pages 2-37)• Chapter 2 (pages 38-69)
2	<ul style="list-style-type: none">• Perceptions and Communication	<ul style="list-style-type: none">• Chapter 3 (pages 70-99)
3	<ul style="list-style-type: none">• Emotions and Communication	<ul style="list-style-type: none">• Chapter 4 (pages 100-128)
4	<ul style="list-style-type: none">• The World of Words• Forum #1 Due	<ul style="list-style-type: none">• Chapter 5 (pages 129-158)
5	<ul style="list-style-type: none">• Nonverbal Communication	<ul style="list-style-type: none">• Chapter 6 (pages 159-191)
6	<ul style="list-style-type: none">• Cultural Diversity and Communication• Mindful Listening	<ul style="list-style-type: none">• Chapter 7 (pages 192-216)• Chapter 8 (pages 218-249)
7	<ul style="list-style-type: none">• Communication Climate• Managing Conflict in Relationships• Reflective Paper due	<ul style="list-style-type: none">• Chapter 9 (pages 250-275)• Chapter 10 (pages 276-307)
8	<ul style="list-style-type: none">• Friendships and Romantic Relationships	<ul style="list-style-type: none">• Chapter 11 (pages 308-352)
9	<ul style="list-style-type: none">• Relationships at Work• Review of Reflective Papers with students	<ul style="list-style-type: none">• Chapter 12 (pages 353-384)
10	<ul style="list-style-type: none">• <i>Course Evaluations</i>• Presentations	<ul style="list-style-type: none">• Final Reflective Project due

Appendix 1 Assignment Outlines

Please note: Students must complete all assignments, tests, and final projects in order to pass this course.

Daily Tests

Due Date: Each class from classes 1 through 10.

Weight: 25%

Students will be expected to read the assigned chapters in the text and other assigned readings and be prepared to write a graded test based on these reading assignments.

- All tests are available on Moodle from 8:30 AM to 11:59 PM on the day of the class.
- There will only be one attempt on all Daily Tests.
- There is a 30-minute time limit unless otherwise noted.

Forum Response

Due Date Class 4

Weight: 10%

Each student will be required to participate in this online discussion forum. This discussion forum question will be accessed from the Course Moodle website. The facilitator will post questions relating to the next class topic for discussion in the version of a Flipgrid. Each student will be required to respond to at least one (1) post related to the topic and respond to at least one peer by the end of discussion date. Please see the Flipgrid prompt provided by facilitator either in TEAMS or in Moodle. Students will be evaluated according to the ***Discussion Forum Rubric (2) attached.***

Reflective Paper

Due Date: Class 7

Weight: 25%

Each student will write a personal response reflective paper that investigates and identifies the essential ingredients in communicating successfully as a professional. Introspective means self-awareness and self-examination, being aware of your own perceptions, thoughts and feelings. This is a personal paper that requires self-reflection. The assignment will be marked using the Short Answer Writing Response Marking Rubric contained in this course outline. You may write this paper in the first person.

Your reflective paper must address the following areas:

- What different forms of communication occur in your role as a professional? How do you build trust?
- What communication skills are needed to develop a professional relationship between clients, families and colleagues?
- What are the communication hurdles? How would you address them (i.e., personal stories and research)?
- What insights do you now have in regards to your own communication style and the style of others?
- What insights do you now have in regards to how your perceptions, fears and judgment influence how you communicate?

Writing Assignment Expectations:

- **Objective:** The objectives of the writing assignment is to critically apply concepts, ideas, and procedures to facilitate higher level learning. The assignment is designed so students can demonstrate depth of knowledge related to the course content.
- **Focus:** Each assignment is designed to apply knowledge from the chapters and class discussions.
- **Format:** All assignments will be double-spaced. Do not include title pages. Include your

name at the top of each page. A minimum of one-inch margins on each side. 12-point Times New Roman font is preferred. Each assignment should have a minimum length of 750 words but is not to exceed 1000 words. Students will be evaluated according to the attached rubric: **Reflective Writing Response Marking Rubric**.

How to avoid plagiarism

The simplest way to avoid plagiarism is to reference any sources properly (using both in-text, parenthetical citations in the body of your assignment and a 'References' page at the end). While it is commonplace to build upon the knowledge of others, it is necessary to clearly state the sources and foundations of that knowledge. Referencing must conform to the APA style outlined in your ENGL110-1 textbook

Group Communication Presentation

Due Date: Class 10

Length: 10 – 15 minutes

Weight: 25%

In groups, participants will work together to develop, plan and deliver a 10-15-minute live presentation based on one chapter from the course textbook. The maximum number of group members is 3.

Using an excellent variety of presentation methods, participants will highlight key features and insights from their chosen chapter and relate them to practical application, personal stories and information from course material and texts.

The group will identify the chapter they will work on and provide an outline of the presentation one week prior to delivery. A limited amount of time will be provided to work on the presentation, but outside class meetings will be needed. You will be evaluated on your individual presentation using the **Oral Presentation Rubric** provided in this course outline.

Your presentation must include the following:

1. Present an outline of the key points of the chapter and explain how these key concepts apply to your chosen program. The outline should be posted at the front of the room during your presentation.
2. Group members should choose one chapter from the textbook and also formulate a topic they will present on, and they should also relate the topic to a real-life situation, such as workplace or societal event, for example, how to manage diversity in an organization in Calgary.
3. Group members should adopt any communication format they prefer, for example, poster presentations, PowerPoint Presentations, video format, or a combination of the formats. The preferred method of delivery will be Microsoft Teams- groups are expected to create time on their own outside of class time to prepare for this project. Presentation are live in Class 10.

Final Reflective Writing Project

Weight: 15%

This final project will enable you to deeply reflect on your group presentation experience, how it aided you in the development of professional communication skills and how it contributed to increased self-awareness.

You may guide your reflection using the points below:

Personal

- Your expectations at the start of the presentation
- Your contributions and experiences during the presentation
- How you spent time, including reflecting on useful vs. wasteful time
- The importance of this type of presentation in your field

Team

- The contribution of your team
- The online collaboration within your team and your work together
- Your participation in your team
- The perception of the other team members' attitudes to the course and if that influenced your commitment and contribution

Writing Assignment Expectations:

- **Objective:** The objectives of the writing assignment is to critically apply concepts, ideas, and procedures to facilitate higher level learning. The assignment is designed so students can demonstrate depth of knowledge related to the course content.
- **Focus:** Each assignment is designed to apply knowledge from the chapters and class discussions.
- **Format:** All assignments will be double-spaced. Do not include title pages. Include your name at the top of each page. A minimum of one-inch margins on each side. 12-point Times New Roman font is preferred. Each assignment should have a minimum length of 500 words but is not to exceed 750 words. Students will be evaluated according to the attached rubric: **Reflective Writing Response Marking Rubric.**

How to avoid plagiarism

The simplest way to avoid plagiarism is to reference any sources properly (using both in-text, parenthetical citations in the body of your assignment and a 'References' page at the end). While it is commonplace to build upon the knowledge of others, it is necessary to clearly state the sources and foundations of that knowledge. Referencing must conform to the APA style outlined in your ENGL110-1 textbook.

Appendix 2
Assignment Rubrics
Columbia College
Reflective Writing Rubric
Last Revised: March 2020

Student's Name	Course Code		Date	Facilitator/Evaluator's Name	
Skills	5	4	3	2	1
Depth of Reflection	<ul style="list-style-type: none"> Reflection reveals a thorough insight of the subject matter with the student digging deeply to present well thought-out reflections. 	<ul style="list-style-type: none"> Reflection reveals insight into the subject matter. Often there are thoughtful statements. 	<ul style="list-style-type: none"> Reflection reveals a basic understanding of the subject matter with an effort at reflection. At times, reflective statements are evident. 	<ul style="list-style-type: none"> Reflection is limited. The writer produces some basic understanding of the subject matter. 	<ul style="list-style-type: none"> Little to no reflection is present.
Use of Examples / Evidence	<ul style="list-style-type: none"> Uses specific and convincing examples to support reflective statements. 	<ul style="list-style-type: none"> Uses well-chosen examples to support reflective statements. A more convincing presentation would strengthen the response. 	<ul style="list-style-type: none"> Uses some examples to support understanding of the subject matter and reflections. 	<ul style="list-style-type: none"> Uses limited number of examples to support understanding of the subject matter. This seriously affects the integrity of the reflection process. 	<ul style="list-style-type: none"> Uses little to no examples.
Cohesiveness of Response	<ul style="list-style-type: none"> Reflection provides a clear picture of the student's thinking on this subject matter. Thoughts are presented in a good logical, convincing order. 	<ul style="list-style-type: none"> This reflection gives a good understanding of the student's thinking on this subject matter. Thoughts are usually presented in a clear and logical way. 	<ul style="list-style-type: none"> Most of the time this reflection provides an acceptable indication of the student's thinking on this subject matter. Most of the time thoughts are presented in a sequential manner. 	<ul style="list-style-type: none"> This attempted reflection does not provide a clear picture of the student's thinking on this subject matter. Thoughts are often presented in an inconsistent and illogical order. 	<ul style="list-style-type: none"> This response is confusing and ideas do not tie together.

Skills	5	4	3	2		1
Conventions	<ul style="list-style-type: none"> • Demonstrates control of the writing conventions with essentially no errors. 	<ul style="list-style-type: none"> • Demonstrates control of the writing conventions with occasional errors. 	<ul style="list-style-type: none"> • Demonstrates some control of the writing conventions with errors that do not yet interfere with understanding. 	<ul style="list-style-type: none"> • Demonstrates limited control of the writing conventions with frequent errors that make understanding difficult. 	<ul style="list-style-type: none"> • Demonstrates little or no control of the writing conventions with errors that make understanding almost impossible. 	

Total out of 20:

Comments:

Columbia College
Oral Presentation Rubric
Last Revised: January 23, 2014

Student's Name	Course Code	Date	Facilitator/Evaluator's Name		
Area	A (85% - 100%) 10.0 – 7.0	B - C- (55% - 84%) 6.9 – 5.5	D (50% - 54%) 5.4 - 5.0	F (0 - 49%) 4.9 - 0	Score
Organization	<ul style="list-style-type: none"> • Creates introduction that is unique, clearly focused and engages the audience. • Organizes content logically, making entire presentation easy to follow. • Builds main points through carefully selected and original examples/ references. • Has effective transition between sections. • Summarizes all key points and stimulates thought at the end. 	<ul style="list-style-type: none"> • Creates introduction that is original, clearly focused and gets the attention of the audience. • Organizes content logically, making most of the presentation easy to follow. • Builds main points through carefully selected examples/ references. • Has a transition between most sections. • Summarizes most key points and stimulates some thought at the end. 	<ul style="list-style-type: none"> • Creates an introduction that tends to be unfocused. • Doesn't engage the audience's interest. • Content appears disorganized, without logic and consistency. • Builds a few main points with details, but most ideas are unsupported. • Few to no transitions are evident. • Little to no summarizing evident. Ending does not stimulate much thought. 	<ul style="list-style-type: none"> • Presentation shows little to no logical organization. • Content is difficult to follow. • Not a thoughtful presentation. 	
Content	<ul style="list-style-type: none"> • Provides evidence of supporting research to back all main points. • Gives a complete explanation of all key points. • Uses relevant examples/ references. 	<ul style="list-style-type: none"> • Provides evidence of supporting research. To back most points. • Gives an explanation of most key points. • Uses some relevant examples/ references. 	<ul style="list-style-type: none"> • Provides evidence that not enough research has been done to support the content. • Gives an incomplete explanation of key points. • Uses a few relevant examples/ references. 	<ul style="list-style-type: none"> • Indicates little to no research. • Gives a limited explanation of a few points. • Uses little to no examples/ references. 	

Area	A (85% - 100%) 10.0 – 7.0	B - C- (55% - 84%) 6.9 – 5.5	D (50% - 54%) 5.4 - 5.0	F (0 - 49%) 4.9 - 0	Score
Delivery Style: Nonverbal Effectiveness	<ul style="list-style-type: none"> • Demonstrates ease and confidence through carefully maintained posture, poise, and facial expression. • Uses continual eye contact. 	<ul style="list-style-type: none"> • Demonstrates confidence through most of the presentation with careful posture, poise, and facial expression. • Uses fairly consistent eye contact. 	<ul style="list-style-type: none"> • At times demonstrates developing confidence in presenting content. At times uses posture, poise, and facial expression to support presentation. • Uses eye contact inconsistently. 	<ul style="list-style-type: none"> • Shows lack of ease in presenting through poor posture, lack of poise, and lack of facial expression. • Uses poor to no eye contact. 	
Delivery Style: Verbal Effectiveness	<ul style="list-style-type: none"> • Conveys passionate interest for the topic. • Speaks naturally at a moderate rate with correct pronunciation, enunciation and volume. • Uses few unnecessary pauses “ums”. • Makes no obvious grammatical errors. • Uses cue cards or other supports effectively and does not read the presentation. • Uses rich, precise, and varied vocabulary. • Well-rehearsed and prepared. 	<ul style="list-style-type: none"> • Conveys enthusiasm for the topic. • Most of the time speaks clearly at a moderate rate with correct pronunciation, enunciation and volume. • Uses few unnecessary pauses “ums”. • Makes few grammatical errors. • Most of the time uses cue cards or other supports appropriately, without reading the presentation. • Uses well-chosen and varied vocabulary. 	<ul style="list-style-type: none"> • Demonstrates minimal enthusiasm for the topic. • Speaks with some lack of clarity in pronunciation and enunciation with varying volume and rate of speech. • Uses too many unnecessary pauses (“ums”), distracting from the presentation. • Makes some grammatical errors. • Tends to not use cue cards effectively and mostly relies on reading the presentation. • Uses ineffective vocabulary. 	<ul style="list-style-type: none"> • No enthusiasm is conveyed for the topic Speech is unclear with poor enunciation and incorrect pronunciation. • Volume and rate of speech are often inappropriate, making comprehension difficult. • Uses too many unnecessary pauses “ums”, making comprehension difficult. • Makes frequent grammatical errors. • Reads presentation. • Uses inappropriate or simplistic vocabulary. 	

Total Score out of 40:

Facilitator/Evaluator’s Comments:

Columbia College
Discussion Forum Rubric
Last Revised: December 8, 2016

	Student's Name	Course Code	Date	Facilitator/Evaluator's Name	
Area	3	2	1	0	Score
Critical Thinking	<ul style="list-style-type: none"> Rich in content, thoughtful, reflective, insightful; shows careful analysis 	<ul style="list-style-type: none"> Substantial information, thoughtful, insightful; analysis has taken place. 	<ul style="list-style-type: none"> Information is thin and covers the surface of the topic. Lacks enough evidence of critical thinking. 	<ul style="list-style-type: none"> Basic information, no analysis or insight demonstrated. 	
Connections	<ul style="list-style-type: none"> Clear connections made to previous or current information; creates relevancy in the discussion. 	<ul style="list-style-type: none"> Some connections are made to previous or current information; generally, needs more depth and/or detail. 	<ul style="list-style-type: none"> Limited connections, vague generalities. 	<ul style="list-style-type: none"> No connections made to previous or current information. 	
Uniqueness	<ul style="list-style-type: none"> New ideas are presented with good depth and detail. 	<ul style="list-style-type: none"> Some new ideas are presented. Depth and details are satisfactory. 	<ul style="list-style-type: none"> Few, if any, new ideas are presented. Depth and details are lacking. 	<ul style="list-style-type: none"> No new ideas presented. No depth or details. 	
Timeliness	<ul style="list-style-type: none"> All required postings are on time for others to read and respond. 	<ul style="list-style-type: none"> Most postings are on time for others to read and respond. 	<ul style="list-style-type: none"> Postings are rarely on time or last minute without allowing for response time. 	<ul style="list-style-type: none"> Some, or all, required postings are missing. 	
Stylistics	<ul style="list-style-type: none"> No grammatical or stylistic errors. 	<ul style="list-style-type: none"> Several grammatical or stylistic errors. 	<ul style="list-style-type: none"> Obvious grammatical or stylistic errors; errors interfere with content. 	<ul style="list-style-type: none"> Obvious grammatical or stylistic errors. Makes understanding impossible. 	
Response to peer post	<ul style="list-style-type: none"> Thoughtful and provides appropriate/professional feedback 	<ul style="list-style-type: none"> Responds in a professional/appropriate manner 	<ul style="list-style-type: none"> Responds to peer with limited depth and professionalism 	<ul style="list-style-type: none"> Does not respond to peer 	

Total Score out of 15:

Facilitator/Evaluator's Comments: