

ORAL/INTERPERSONAL COMMUNICATION

801-196

SYLLABUS

Instructor: Mary Brignall
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Text: *Looking Out/Looking In*, 10th Edition, Adler and Towne
Looking Out/Looking In Activities Manual and Study Guide

Course Description:

This course provides the learner with the opportunity to develop the knowledge, skills, process, and understanding of the communication process, interpersonal relationships, self-concept, perception, language, nonverbal messages, cultural differences, listening, group interaction, and public communication.

Course Goals:

At the completion of this course, learners will recognize the complexity of the communication process and identify communication techniques for improving their communication with others.

Course Competencies:

The learner will:

1. Analyze the communication process.
2. Illustrate the ways in which self-awareness and self-concept influence communication.
3. Determine how perception affects communication.
4. Point out the different ways language affects communication.
5. Analyze nonverbal communication and the relationship between nonverbal and verbal communication.
6. Analyze how cultural differences impact communication.
7. Examine listening techniques.
8. Demonstrate ways to be a more effective interpersonal communicator.
9. Explore the ways to manage and resolve conflict and the dynamics and advantages of small group communication.
10. Deliver an oral presentation.

Course Outline:

Chapter		Timeline
1	A First Look at Interpersonal Relationships <ul style="list-style-type: none">a. Why We Communicateb. The Process of Communicationc. Communication Principles and Misconceptionsd. The Nature of Interpersonal Communicatione. Communicating About Relationshipsf. What Makes an Effective Communicator?	8 hours
2	Communication and Identity: The Self and Messages <ul style="list-style-type: none">a. Communication and the Self-Conceptb. Presenting the Self: Communication as Identity Management	6 hours
3	Perception: What You See Is What You Get <ul style="list-style-type: none">a. The Perception Processb. Influences on Perceptionc. The Accuracy—and Inaccuracy—of Perceptiond. Perception Checking to Prevent Misunderstandingse. Empathy and Communication	6 hours
5.	Language: Barrier and Bridge <ul style="list-style-type: none">a. Language Is Symbolicb. Understandings and Misunderstandingsc. The Impact of Languaged. Gender and Languagee. Language and Culture	6 hours
6.	Nonverbal Communication: Messages Without Words <ul style="list-style-type: none">a. Characteristics of Nonverbal Communicationb. Differences Between Verbal and Nonverbal Communicationc. Types of Nonverbal Communication	6 hours
	Culture and Communication (incorporated in all chapters) <ul style="list-style-type: none">a. Relevance of Intercultural Communicationb. Perspectives on Diversityc. Co-cultures and Co-languagesd. Barriers to Intercultural Communicatione. Ways to Improve Intercultural Communication	

7. **Listening: More than Meets the Ear** 6 hours
- a. Elements in the Listening Process
 - b. Gender and Listening
 - c. Types of Ineffective Listening
 - d. Why We Don't Listen Better
 - e. Informational Listening
 - f. Listening to Help
9. **Improving Communication Climates** 3 hours
- a. Communication Climate: The Key to Positive Relationships
 - b. Defensiveness: Causes and Remedies
 - c. Responding Nondefensively to Criticism
10. **Managing Interpersonal Conflicts** 3 hours
- a. The Nature of Conflict
 - b. Personal Conflict Styles
 - c. Assertion Without Aggression: The Clear Message Format
 - d. Conflict in Relational Systems
 - e. Variables in Conflict Styles
 - f. Methods of Conflict Resolution
 - g. Win-Win Communication Skills
 - h. Constructive Conflict: Questions and Answers
- Presenting Information before a Group** (instructor handouts) 6 hours
- a. Speech Content
 - b. Speech Delivery
 - c. Student Presentations

Course Weekly Timeline:

- Week 1**
- Course introduction: syllabus and requirements
 - Chapter 1: text and workbook assignment, discussion, and activities
 - One-way/two-way activity
- Week 2**
- Chapter 1: discussion and activities continued
 - Video: The Power of Words
 - Evaluation
 - Chapter 7: text and workbook assignment
- Week 3**
- Chapter 7: discussion and activities
 - Listening activity
 - Video: Listening: The Key to Productivity or The Power of Listening
- Week 4**
- Chapter 7: discussion and activities continued
 - Evaluation
 - Chapter 2: text and workbook assignment

- Week 5**
 - Chapter 2: discussion and activities
 - Shields activity
 - Video: Cipher in the Snow, Productivity and the Self-fulfilling Prophecy or Miracle Man
- Week 6**
 - Chapter 2: discussion and activities continued
 - Evaluation
 - Chapter 3: text and workbook assignment
- Week 7**
 - Chapter 3: discussion and activities
 - Video: Perception
- Week 8**
 - Chapter 3: discussion and activities continued
 - Evaluation
 - Chapter 5: text and workbook assignment
- Week 9**
 - Chapter 5: discussion and activities
 - Video: Doublespeak
- Week 10**
 - Chapter 5: discussion and activities continued
 - Evaluation
 - Chapter 6: text and workbook assignment
- Week 11**
 - Chapter 6: discussion and activities
 - Video: Communication: The Nonverbal Agenda, Body Language, or Non-verbal Communication
- Week 12**
 - Chapter 6: discussion and activities continued
 - Evaluation
 - Speech introduction, discussion, and handouts
- Week 13**
 - Video: Speaking to One or One Thousand and discussion
 - Student presentations
- Week 14**
 - Student presentations
 - Chapter 9: text and workbook assignment
- Week 15**
 - Chapter 9: text and workbook assignment
 - Video: Level with Me: Honest Communication or Small Group Communication in Action
 - Chapter 10: text and workbook assignment
- Week 16**
 - Chapter 10: text and workbook assignment
 - Video: Resolving Conflicts
 - Evaluation of chapters 9 and 10
- Week 17**
 - Final exam
 - Individual conferences

Office Hours:

My schedule and office hours are posted outside my office.

Attendance:

Your attendance is essential and affects your grade. I expect you to attend class regularly, to be on time for class, and to participate in class discussions and activities. Read the assigned pages and complete assignments and activities before class.

If you must be absent, you are allowed three absences without penalty. For each absence after that, your final percentage grade may be **lowered one to five percentage points**. For every three times you are tardy, you will receive one absence. If you miss more than one-third of a class session, you will be marked absent.

You have until Week 12 to withdraw from class. After Week 12, you will receive a grade of F if you don't complete the course. If you're absent from classes for two consecutive weeks and have not contacted me, you will receive an **F** for the course.

Tests:

You must take your tests on your testing day. **I do not allow make-up tests**. If you know you will be absent on a test day, you may take the test in advance. At the end of the semester, you can take an optional **comprehensive final exam** on chapters 1, 2, 3, 5, 6, and 7. If you missed a test or have an unsatisfactory grade, you may take the Final Exam to replace either the missed test or the unsatisfactory grade. The Chapters 9 and 10 Test is mandatory. The Final Exam cannot substitute for the Chapters 9 and 10 Test or the Speech requirement.

Honesty:

Cheating is unethical and unacceptable. If you copy another person's test or cheat in any other way, you will receive a zero on the test. I will inform your program instructors and counselor of your cheating. If you cheat a second time, you will receive an F for the course.

- Evaluation Criteria:**
- Test scores
 - Attendance
 - Attitude
 - Assignments
 - Participation
 - Progress

Grade Scale: 100-93 = A
 92-84 = B
 83-74 = C
 73-64 = D
 63-0 = F

Test Scores:

Chapter 1	_____	Chapter 6	_____
Chapter 2	_____	Chapter 7	_____
Chapter 3	_____	Chapters 9/10	_____
Chapter 5	_____	Speech	_____
Participation/Assignments	_____		_____

- Materials:**
- Notebook for taking notes
 - Pocket folder for handouts
 - #2 pencil for Scantron tests

Disabilities Act: NWTC complies with all provisions stated in the *Americans with Disability Act* and makes reasonable accommodations upon request. Please contact the Special Needs Office in Room 3338 or call 920-498-5470 for more information regarding the support services available to you.

Note: Turn off your cell phone while attending class.