

Coffeyville Community College

SPCH 211
COURSE SYLLABUS
FOR
INTERPERSONAL AND GROUP
COMMUNICATION
ON LINE

Salina Meek
Instructor

COURSE NUMBER:	SPCH 211
COURSE TITLE:	Interpersonal and Group Communication On-Line
CREDIT HOURS:	3
INSTRUCTOR:	Salina Meek
OFFICE LOCATION:	214 Arts and Sciences Building
OFFICE HOURS:	See posted schedule on office door/ posted on class home page
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PREREQUISITE:	None
REQUIRED TEXT AND MATERIALS:	<i>Reflect & Relate: an introduction to interpersonal communication.</i> McCornack, Steven. Bedford/ St. Martin's, 2007.
COURSE DESCRIPTION:	This is a survey course in communication emphasizing informal and organizational communication skills and strategies. This course further surveys theory and research related to interpersonal communication. The course focuses on effectively managing personal and professional relationships. The course's online format consists of readings, discussion boards, chapter exercises and exams.
EXPECTED LEARNER OUTCOMES:	<p>Upon the successful completion of this course, you should be able to:</p> <ol style="list-style-type: none"> 1. Understand the basics of the communication process 2. Understand how human beings use language 3. Understand nonverbal communication 4. Increase listening skills 5. Apply interpersonal relationship skills 6. Communicate effectively in small groups 7. Communicate effectively within organizations 8. Communicate effectively with media 9. Present oneself effectively 10. Influence others effectively 11. Cope effectively with conflicts 12. Overcome shyness and apprehension

**LEARNING TASKS
& ACTIVITIES:**

WEEK 1: Chapter 1: Introducing Interpersonal Communication

1. Read Chapter 1
2. Discussion Board: Introduce yourself
3. Chapter 1 Quiz

WEEK 2: Chapter 2: Considering Self

1. Read Chapter 2
2. Discussion Board
3. Chapter 2 Quiz

WEEK 3: Chapter 3: Perceiving Others

1. Read Chapter 3
2. Discussion Board
3. Chapter 3 Quiz

WEEK 4: Chapter 4: Experiencing and Expressing Emotions

1. Read Chapter 4
2. Discussion Board
3. Chapter 4 Quiz

WEEK 5: PART ONE EXAM: CHAPTERS 2-4

WEEK 6: Chapter 5: Developing Interpersonal Competence

1. Read Chapter 5
2. Discussion Board
3. Chapter 5 Quiz

WEEK 7: Chapter 6: Listening Actively

1. Read Chapter 6
2. Discussion Board
3. Chapter 6 Quiz

WEEK 8: Chapter 7: Communicating Verbally

1. Read Chapter 7
2. Discussion Board
3. Chapter 7 Quiz

WEEK 9: Chapter 8: Communicating Nonverbally

1. Read Chapter 8
2. Discussion Board
3. Chapter 8 Quiz

WEEK 10: Chapter 9: Managing Conflict and Power

1. Read Chapter 9

2. Discussion Board
3. Chapter 9 Quiz

WEEK 11: PART TWO EXAM: CHAPTERS 5-9

WEEK 12 & 13: Chapter 10: Relationships with Romantic Partners

1. Read Chapter 10
2. Discussion Board
3. Chapter 10 Quiz

WEEK 14: Chapter 11: Relationships with Family and Friends

1. Read Chapter 11
2. Discussion Board
3. Chapter 11 Quiz

WEEK 15: Chapter 12: Relationships in the Workplace

1. Read Chapter 12
2. Discussion Board
3. Chapter 12 Quiz

WEEK 16: PART THREE EXAM: CHAPTERS 10 – 12

WEEK 17 & 18 FINAL DISCUSSION BOARD INTERACTION

ASSESSMENT OF OUTCOMES:

The student will be assessed by quizzes and exams covering each chapter and part, respectively. The student will also be assessed on discussion board interaction and involvement. The student must score a 60% or above in the course to pass and a 70% or above to transfer this course to another educational institution.

GRADING POLICY:

All assignments are expected to be completed by the due date. Late work will not receive credit. ONLY in the instance of an emergency and a written or verbal discussion with the instructor will late work be accepted. The grading scale will be as follows:

- A = 90% - 100%
- B = 80% - 89%
- C = 70% - 79%
- D = 60% - 69%
- F = 0% - 59%

ATTENDANCE:

OBVIOUSLY, AS THIS IS AN ONLINE CLASS YOUR ATTENDANCE IS NOT COUNTED. HOWEVER, ALL ASSIGNMENT DEADLINES WILL BE OBSERVED. ABSOLUTELY NO LATE ASSIGNMENTS WILL BE GRADED! All assignments will be available for the week they are shown on the syllabus. Only in the case of an emergency and ONLY after you have contacted me via email or by phone will I allow an extension on any assignment. This will only be allowed one (1) time.

PLAGIARISM:

It is expected that all work, is the original work of the student. When using someone else's words or ideas, be sure those pages are clearly cited. Plagiarism is a serious charge, but if work is determined to be willfully plagiarized, a failing grade for that assignment will be given and the final grade in the course will be jeopardized.

CHEATING:

Cheating in any way, shape and form is intolerable! Students found to be cheating will receive a grade of zero (0) on that particular test/assignment. Second offenses will result in an "F" for the course.

This syllabus is subject to revision with prior notice to the student by the instructor.

COMPETENCIES:

Understand the basics of the communication process

1. Discuss the significance of communication in contemporary life. (comprehension)
2. Define communication. (knowledge)
3. Identify and discuss the five stages in the communication process. (knowledge - comprehension)
4. Explain interactive communication. (comprehension)
5. Understand and discuss the connection between accurate and distorted communication. (comprehension)

Understand how human beings use language

6. Discuss communicating without language. (comprehension)
7. Examine the controversy over whether animals can use language. (analysis)
8. Define and discuss the word "semantics." (comprehension)
9. Discuss the semantics of human communication with language. (comprehension)

Understand nonverbal communication

10. Understand and discuss the relationship between verbal and nonverbal communication. (comprehension)
11. Define and discuss the term "nonverbal communication." (knowledge - comprehension)
12. Identify and discuss the four functions of nonverbal communication commonly used with verbal messages. (knowledge - comprehension)
13. Explain how the use of the body, artifacts, and clothing is nonverbal communication. (comprehension)
14. Define and discuss the terms kinesics, vocalics, oculosics, proxemics, haptics, and chonemics. (knowledge - comprehension)
15. Understand and discuss the immediacy principle. (comprehension)
16. Explain how the immediacy principle may be applied. (comprehension)

Increase listening skills

17. Define and discuss the term listening. (knowledge - comprehension)
18. Differentiate between listening and hearing. (analysis)
19. Discuss the four purposes listening serves in our lives. (comprehension)
20. Explain the actions required of an effective listener. (comprehension)
21. Analyze the listening encounter. (analysis)
22. Examine the barriers and misconceptions that impair listening. (analysis)
23. Discuss why planning is so important to effective listening. (comprehension)
24. Identify and describe the seven activities that help improve one's competence in listening. (knowledge)
25. Practice good listening skills. (application)

Apply interpersonal relationship skills

26. Identify and discuss the three basic features of context. (knowledge - comprehension)
27. Define interpersonal communication. (knowledge)
28. Distinguish how interpersonal communication differs from other forms of human communication. (analysis)
29. Identify and discuss the six characteristics of interpersonal communication. (knowledge - comprehension)
30. Identify and discuss the three reasons for engaging in lasting interpersonal relationships. (knowledge - comprehension)
31. Examine the patterns of interpersonal communication during the different phases of relationship development: engagement, management, and disengagement. (analysis)
32. Identify and discuss Baxter's four main strategies to terminate friendships. (knowledge - comprehension)
33. Practice improved interpersonal relationship skills. (application)

Communicate effectively in small groups

34. Define and explain the term "group." (knowledge - comprehension)
35. Examine the nature of small groups. (analysis)
36. Discuss the social situations and why people communicate in small groups. (comprehension)
37. Discuss the rules for communicating in social situations. (comprehension)
38. Identify and discuss the stages of group development. (knowledge - comprehension)
39. Compare/contrast group cohesion and disorganization. (analysis)
40. Practice communicating in discussion board groups. (application)

Communicate effectively within organizations

41. Define organizational communication. (knowledge)
42. Discuss why people communicate in organizations. (comprehension)
43. Describe the classical theory of bureaucracy. (comprehension)
44. Distinguish among the three general theories of management: human use, human relations, and human resources. (analysis)
45. Explain why quality control circles are effective. (comprehension)
46. Examine the flow of messages in large organizations. (analysis)

Communicate effectively with media

47. Compare and contrast the similarities and differences between face-to-face and mediated communication. (analysis)
48. Discuss the personal and social influence of new media. (comprehension)
49. Identify the advantages and disadvantages of letters. (knowledge)

50. Explain how a memorandum differs from a letter. (comprehension)
51. Discuss the importance of the telephone for communication. (comprehension)
52. Discuss telephone etiquette for business and personal calls. (comprehension)
53. Discuss the use of answering machines, voice-mail networks, and facsimile (fax). (comprehension)
54. Explain how computer networks are being used to link together local, national, and multinational communication systems. (comprehension)
55. Explain electronic mail and its advantages and disadvantages. (comprehension)
56. Discuss e-mail norms. (comprehension)
57. Define and discuss teleconferencing. (knowledge - comprehension)
58. Compare and contrast computer conferencing, audio conferencing, and video conferencing. (analysis)

Present oneself effectively

59. Discuss the importance of the impressions made in initial encounters. (comprehension)
60. Define and explain the concept "person perception." (knowledge - comprehension)
61. Discuss the common problems in initial encounters. (comprehension)
62. Demonstrate how to present oneself in encounters that really matter. (application)
63. Demonstrate what to say in encounters that really matter. (application)
64. Define and discuss the concept of self-disclosure. (knowledge - comprehension)
65. Define and explain "credibility" and its relationship to self-presentation. (knowledge - comprehension)
66. Discuss how one may change old impressions and construct new realities. (comprehension)
67. Practice presenting oneself effectively. (application)

Influence others effectively

68. Discuss the importance of persuasion in everyday life. (comprehension)
69. Define and discuss the concept of persuasion. (knowledge - comprehension)
70. Examine the dynamics of influence. (analysis)
71. Discuss resistance. (comprehension)
72. Identify and discuss the three types of yielding. (knowledge - comprehension)
73. Examine communication strategies for influencing people. (analysis)
74. Practice influencing others effectively and ethically. (application)

Cope effectively with conflicts

75. Discuss the nature of conflict. (comprehension)
76. Identify and discuss the two characteristics of conflict. (knowledge - comprehension)
77. Define and explain the term conflict. (knowledge - comprehension)
78. Identify and discuss the five conflict styles (strategies) for coping with conflict. (knowledge - comprehension)
79. Examine the common causes of conflict. (analysis)

- 80. Define and explain the term negotiation. (knowledge - comprehension)
- 81. Identify and discuss the method of principled negotiation. (knowledge - comprehension)
- 82. Practice coping with conflict effectively. (application)

Overcome shyness and apprehension

- 83. Define and explain the term communication apprehension. (knowledge - comprehension)
- 84. Discuss communication apprehension as a common reaction. (comprehension)
- 85. Identify and discuss the causes of communication apprehension. (knowledge - comprehension)
- 86. Examine the consequences of high and low communication apprehension. (analysis)
- 87. Define and discuss the term stage fright. (knowledge - comprehension)
- 88. Practice ways to deal with stage fright. (application)
- 89. Discuss the three treatment programs available to reduce communication apprehension. (comprehension)