

INTERPERSONAL SKILLS

Course Syllabus

1. General Information

Course name: Interpersonal skills

Course code: MAR

Number of credits: 1

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2. Objectives

As a student in this course, you will participate in course readings, lectures, small group activities, scholarly research and writing assignments in order to gain a better understanding of your own communication style and that of others. This involves becoming a more competent communicator. You will take several self-quizzes for self-discovery and reflection. By the end of this course, you should be able to apply concepts from this class to your own relational interpersonal skills and make them improved. In addition to your academic education, this course will become a part of your real-life education to help you get an edge both personally and professionally.

3. Abstract

Interpersonal skills are essential to everyone to interact efficiently and effectively with various people in various situations. Interpersonal skills are as important as traditional qualifications and technical skills or hard skills for personal, academic and professional success.

In fact, we engage in interpersonal communication every day. Whether the activity is getting to know a new roommate, raising money for your favorite cause, asking your boss for a raise, or ending an unproductive romantic relationship, you typically must use interpersonal skills in order to achieve your goals. Most of the time our communication goes smoothly, so we just take it for granted without really thinking about what we're doing. The only time we really pay attention to communication is when it becomes problematic for us. We then tend to blame the problem on our communication partner (e.g., "He never listens to me!") or the message (e.g., "The topic is just too boring!"). Thus, spending time consciously examines interpersonal communication in general, and your interpersonal communication in particular, in order to identify communication behaviors that are productive, and not so productive, to effective and appropriate (i.e., competent) communication.

4. Teaching and learning methods

Lectures: 7h

In class discussion & practice: 7h

Individual reading: 1h

5. Prerequisites

None

6. Learning Outcomes

After completing this course, the student should be able to:

- Understand factual knowledge about interpersonal skills
- Recognize interpersonal skills' patterns and their implications for social relations.
- Understand various types and forms of interpersonal communication and relationships

7. Assessment Criteria

Learning outcomes On successful completion of this unit a student will:	Assessment criteria for pass the student can:
LO1 Understand factual knowledge about interpersonal skills	<ul style="list-style-type: none">• Understand the definition of interpersonal communication and its issues• Determine the interpersonal essentials, including: Self consideration, others perceiving, emotions experiences and expression
LO2 Recognize interpersonal skills' patterns and their implications for social relations.	<ul style="list-style-type: none">• Understand how to listen actively• Understand how to use verbal and nonverbal communication effectively• Be able to develop interpersonal competence• Be able to manage conflict and power
LO3 Understand various types and forms of interpersonal communication and relationships	Be able to effectively manage your interpersonal relationships with: <ul style="list-style-type: none">• Romantic partner• Family and friends• In the workplace

8. Outlines

Chapter 1. Introduction interpersonal communication

- 1.1. What is interpersonal communication?
- 1.2. Issues in interpersonal communication
- 1.3. Learning interpersonal communication
- 1.4. The journey ahead

Chapter 2. Interpersonal essentials

- 2.1. Considering self
- 2.2. Perceiving others
- 2.3. Experiencing and expressing emotions

Chapter 3. Interpersonal skills: Listening actively

- 3.1. Listening: A five-step process
- 3.2. The five functions of listening
- 3.3. Understanding listening styles
- 3.4. Preventing ineffective listening
- 3.5. The gift of active listening

Chapter 4. Interpersonal skills: Verbal and nonverbal communication

- 4.1. Communicating verbally
 - Characteristics of verbal communication
 - Functions of verbal communication
 - Cooperative verbal communication
 - Barriers to cooperative verbal communication
 - The power of verbal communication
- 4.2. Communicating nonverbally
 - Principles of nonverbal communication
 - Nonverbal communication codes
 - Functions of nonverbal communication
 - Responsibly managing your nonverbal communication

Chapter 5. Interpersonal skills: Developing interpersonal competence and Managing conflict and power

- 5.1. Developing interpersonal competence

- What is interpersonal competence
- Improving interpersonal competence and in online
- Improving your intercultural competence
- Preventing interpersonal incompetence
- Taking control of competence

5.2. Managing conflict and power

- Conflict and interpersonal communication
- Power and conflict
- Handling conflict
- Conflict resolutions and outcomes
- The influence of gender, culture and technology on conflict
- The challenge of managing conflict and power

Chapter 6. Interpersonal relationships

6.1. Relationships with romantic partners

6.2. Relationships with family and friends

6.3. Relationships in the workplace

9. Required Textbooks

McCornack, S. (2009). *Reflect and relate: An introduction to interpersonal communication*. Bedford/St. Martins: Boston.

10. Schedule

Slot	Main contents	Specific contents and activities	Student's tasks before and after class
1	Chapter 1. Introducing interpersonal communication	<ul style="list-style-type: none"> • What is interpersonal communication? • Issues in interpersonal communication • Learning interpersonal communication <p><u>Activity</u></p> <p>- Given a case study, discuss how</p>	<p>Before class:</p> <ul style="list-style-type: none"> • Reading the course's syllabus • Reading Chapter 1, <i>Reflect and relate: An introduction to interpersonal communication</i>, McCornack, S. (2009), pp 13- 35

Slot	Main contents	Specific contents and activities	Student's tasks before and after class
		<p>you can solve a misunderstanding between friends</p> <ul style="list-style-type: none"> - Self-Quiz: The dark side of interpersonal communication 	
2	Chapter 2. Interpersonal essentials	<ul style="list-style-type: none"> • Considering self • Perceiving others • Experiencing and experiencing emotions <p><u>Activity</u></p> <p>Split the class into 3 big groups to discuss 3 given case studies:</p> <ul style="list-style-type: none"> - Discuss how you can ethically self-disclose - Discuss how you can reconcile Intimacy and Uncertainty in a relationship challenge - Discuss how you can manage anger and provide supportive communication 	<p>Before class:</p> <ul style="list-style-type: none"> • Reading Part 1, Chapter 2-4, <i>Reflect and relate: An introduction to interpersonal communication</i>, McCornack, S. (2009), pp 37-145
3	Chapter 3. Interpersonal skills: Listening actively Group Assignment Coaching	<ul style="list-style-type: none"> • Listening: A five-step process • The five functions of listening • Understanding listening styles • Preventing ineffective listening • The gift of active listening <p><u>Activity</u></p> <ul style="list-style-type: none"> - Self-quiz: Discover your listening style - Given a case study, discuss 	<p>Before class:</p> <ul style="list-style-type: none"> • Formulating the students' groups for the group assignment • Reading the requirements of the group assignment • Reading Part 2, Chapter 5, <i>Reflect and relate: An introduction to interpersonal communication</i>, McCornack, S. (2009), pp 149- 177

Slot	Main contents	Specific contents and activities	Student's tasks before and after class
		<p>how you can listen when you do not want to</p> <ul style="list-style-type: none"> - Answer students' questions related to the group assignment 	
4	Chapter 4. Interpersonal skills: Verbal and Nonverbal communication	<ul style="list-style-type: none"> • Communicating verbally: <ul style="list-style-type: none"> - Characteristics of verbal communication - Functions of verbal communication - Cooperative verbal communication - Barriers to cooperative verbal communication - The power of verbal communication • Communicating nonverbally <ul style="list-style-type: none"> - Principles of nonverbal communication - Nonverbal communication codes - Functions of nonverbal communication - Responsibly managing your nonverbal communication <p><u>Activity</u></p> <p>Split the class into 2 big groups to discuss 2 given case studies:</p> <ul style="list-style-type: none"> - Discuss how to be honest in verbal communication - Discuss how to deal with mixed messages – when verbal and 	<p>Before class:</p> <ul style="list-style-type: none"> • Reading Part 2, Chapter 6 & 7, <i>Reflect and relate: An introduction to interpersonal communication</i>, McCornack, S. (2009), pp 179- 247

Slot	Main contents	Specific contents and activities	Student's tasks before and after class
		<p>nonverbal communication clash</p> <ul style="list-style-type: none"> - Answer students' questions related to the group assignment 	
5	Chapter 5. Interpersonal skills: Developing interpersonal competence and Managing conflict and power	<ul style="list-style-type: none"> • Developing interpersonal competence <ul style="list-style-type: none"> - What is interpersonal communication competence? - Improving interpersonal competence (and in online) - Improving your intercultural competence - Preventing interpersonal incompetence - Taking control of competence • Managing conflict and power <ul style="list-style-type: none"> - Conflict and interpersonal communication - Power and conflict - Handling conflict - Conflict resolutions and outcomes - The influence of gender, culture, and technology on conflict - The challenge of managing conflict and power <p><u>Activity</u></p> <p>Split the class into 2 big groups to discuss 2 given case studies:</p> <ul style="list-style-type: none"> - Discuss how you can balance when a friend fails you - Discuss how you can deal with 	<p>Before class:</p> <ul style="list-style-type: none"> • Reading Part 2, Chapter 8 & 9, <i>Reflect and relate: An introduction to interpersonal communication</i>, McCornack, S. (2009), pp 251- 315

Slot	Main contents	Specific contents and activities	Student's tasks before and after class
		family conflict - Answer students' questions related to the group assignment	
6	Chapter 6. Interpersonal relationships	<ul style="list-style-type: none"> Relationships with romantic partners Relationships with family and friends Relationships in the workplace <u>Activity</u> Split the class into 3 big groups to discuss 3 given case studies: <ul style="list-style-type: none"> - Discuss how you can deal with a jealous partner - Discuss how you can choose between family or friends - Discuss how you can deal with workplace abuse - Answer students' questions related to the group assignment 	Before class: <ul style="list-style-type: none"> Reading Part 3, Chapter 10-12, <i>Reflect and relate: An introduction to interpersonal communication</i>, McCornack, S. (2009), pp 319- 431
7	Oral presentations of group assignment General review and discussion	<ul style="list-style-type: none"> Oral presentation of interpersonal skills project by groups of students Each oral presentation must not be longer than 10 minutes Give comments on the group assignment Give a general review of the course's contents and discussion 	<ul style="list-style-type: none"> Submitting project report Preparing and submitting slides of oral presentation

11. Grading Policy

	Assignment	Importance
1	Class participation/In class activities	30%
2	Group assignment	70%

Class participation

Note: Punctual and regular attendance is a minimum expectation for this course. The students must not be absent more than 20% of total scheduled learning slots.

Group Assignment

For this assignment, you are required to apply effective interpersonal skills in business situations. You will take part in 3 online meetings over a period of 3 weeks. Before the beginning of week 3 you will be allocated to a team that consists of six other students. The online meetings will focus on a number of prescribed topics (more detail is provided later). You will take turns in different roles so that you gain experience as a chairperson, an interviewer, an interviewee and a note taker.

You will be assessed on the interpersonal skills you demonstrate in this exercise. Please note that all the members of your team need to be online at the same time to take part in each meeting. I recommend a duration of at least 60 minutes for each of the three online meetings. Please submit your notes of each session (6 notes required from each team) and your record of 6 sessions. Group presentation will be the answers collection on given topics