

## Grande Prairie Regional College



### Department of Human Services

Course Outline: Fall 2010

### HS1000: Interpersonal Communications

**HS 1000 is a two-credit course in Interpersonal Communications. It is a foundation course for many human service disciplines at many colleges. This course is delivered on the Internet, using two major modes of delivery. Most resources will be accessed through Moodle, a Web program that allows you to work from anywhere at anytime. Although you will be working through HS 1000 with a group of others, over an eight week period, you will be able to do most of your work at any time of day or night. On five occasions throughout the eight weeks, we will also Elluminate (another Web program) to come together for an audio conference. On these occasions only, we will all need to be online at the same time and we will work to find times when everyone can join in.**

**If, at any point, you are having trouble with the course materials or the delivery technologies, please contact us:**

**Joanne Stiles - Instructor - [jstiles@gprc.ab.ca](mailto:jstiles@gprc.ab.ca) You can contact me by toll-free phone at 1-877-832-7667. Choose 2 for Instructional Assistance, 3 for Early Learning and Child Care, and 3 for Joanne. Contact Joanne for questions about course materials or course content.**

**Computer Help Desk - 1-877-832-7667 (Choose 1 for Technical Support) The local Grande Prairie number is: 539-2030. eMail is [pclabrequests@gprc.ab.ca](mailto:pclabrequests@gprc.ab.ca) - For technology problems and for assistance setting up your home computer to access course resources (Learning Activities, Elluminate, etc.)**

#### **Dates:**

**September 20th to November 15th**

#### **Modes of Delivery:**

Online via Moodle (<http://moodle.gprc.ab.ca>) supplemented with five online audio conferences (<http://illuminate.gprc.ab.ca> - or linked from inside Moodle) spaced throughout the duration of the course and scheduled to suit the convenience of the greatest number of students possible.

## Hours/Credits:

Equivalent to 30 Hours; 2 Credits

## Instructor:

Joanne Stiles , Department of Human Services, Grande Prairie Regional College

## Pre/Corequisites:

None

Note: Students who have previously received credit for CD1080 or RP1203 (3) will not receive credit for HS1000

## Course Description

Students develop awareness of and skills for interpersonal Communication. Self-understanding and growth is emphasized as a foundation upon which effective interpersonal communication skills are built.

## Required Resources:

**Textbook:** Adler, R.B.; Proctor, R.F.; Towne, N. & Rolls, J.A. (2008). *Looking Out Looking In*, 3rd Canadian Edition. Toronto: Thomson Nelson.

Access to the Internet. While dial-up access will work, high speed access is preferable. (See the Technical Requirements document for more details.)

## Course Format:

This course is delivered on the Web, through Moodle and supplemented by live Web conferences delivered through Elluminate. The course will be completed in conjunction with a cohort of learners who will journey through the material at approximately the same pace, even though they may all log in to Moodle at different times.

A combination of the textbook and online notes will be used to deliver the theoretical concepts of the course while online discussions and live audio discussion with cohort members will be used to enhance understanding of the concepts. Learning activities, assignments, and online quizzes will provide practical application and assessment of

**knowledge and skills. The course will last eight weeks. A schedule is included at the end of this outline and you will also receive regular reminders of the schedule in the Calendar tool in Moodle**

## Course Objectives:

**Upon completion of this course the student will be able to:**

1. Explain why human communication is important.
2. Describe the characteristics that define interpersonal communication.
3. Identify the components of effective interpersonal communication.
4. Define self-concept the role that it plays in interpersonal communication.
5. Explain the relationship between perception and communication.
6. Demonstrate effective use of perception skills.
7. Apply strategies that are designed to make verbal communication more effective.
8. Identify types of non-verbal communication and explain how they affect our interpersonal relationships.
9. Identify barriers to effective listening and use the skills of active listening to promote effective interpersonal communication.

## Grading:

<b>Item</b>	<b>Description</b>	<b>% of Course Grade</b>
<b>Unit 1 Assignment</b>	<b>Communication Basics</b>	<b>10%</b>
<b>Unit 2 Assignment</b>	<b>Perception Checking - Two Situations</b>	<b>10%</b>
<b>Unit 3 Assignment</b>	<b>Responsible Language - Parts A &amp; B</b>	<b>10%</b>
<b>Unit 4 Assignment</b>	<b>Listening Assignment - Parts A &amp; B</b>	<b>10%</b>
<b>Online Discussion Postings</b>	<p><b>Posting, reading, and responding to the postings of others in the four compulsory online discussion forums.</b></p> <p><b>Please note: Online Discussion Postings are the typed entries in Moodle Forums. They are NOT the same as the online Voice Conferences.</b></p>	<b>20%</b>

<b>Participation</b>	<b>Taking an active role in online voice conferences and making frequent and thorough use of learning activities posted in the course.</b>	<b>20%</b>
Unit Quizzes	Best of the two possible scores for each unit's quiz, averaged across the four units.	20%
<b>Total</b>		<b>100%</b>

## Course Component Descriptions:

### Assignments

Each of the four units in the course (all of which run for two weeks) has an assignment attached to it which relates to the content of the unit. Each of the assignments requires the learner to apply one or more of the major concepts of the unit to a situation - either given in the assignment or drawn from the learner's own life experience.

Details of the assignments will be available in the Unit folder in Moodle. Unless other arrangements are made, all assignments will be submitted online through the Assignment Tool in Moodle. Instructions for the use of the Assignment Tool are in the Course Information folder in Moodle. Marked work will be returned within one week, also using the Assignment Tool. Assignment due dates are firm unless prior arrangements are made in exceptional circumstances.

### Online Discussion

All Units have a discussion forum attached to the Unit folder in Moodle. In each of these units there is a topic or question posted by the instructor. Each student is responsible for, at minimum, posting a response to the instructor's question or topic and for posting a reply to at least one posting by another learner. Additional postings are very much encouraged and will be rewarded with grades. The quality of the postings made by each learner is, however, more important than the quantity. (For example, several postings of the "I agree" or "Good idea" variety will earn fewer grades than a single posting that offers meaningful comments and

**suggestions and provides specific evidence or references to support claims.**

**In addition, there is a General Discussion forum. It is available for any topic that you may wish to discuss with your colleagues. You are encouraged to post issues and questions in this area and to respond to the postings of others. The General Discussion area is intended for free discussion and will not be graded.**

### **Participation**

**The Participation grade for this course has two components. First, and most importantly, it includes participation in the Online Voice conferences scheduled in each unit of the course. Learners will be rewarded for attending the sessions, for being prepared by thinking about the set questions in advance, for taking an active part in the discussion, and for raising additional and related issues to spark further discussion.**

**The less important part of the participation grade for the course comes from making use of the learning activities in the course content area for each unit. These learning activities are not graded but your instructor can see if you have made use of them.**

### **Unit Quizzes**

**Each of the four units in this course has a quiz and students will have two opportunities to take each one. The unit quizzes are intended to encourage learners to read the assigned textbook chapters and online notes with close attention. These quizzes are not intended to be closed book. You may use your notes and textbook while you are doing the quiz. You may choose to do either one or both of the quizzes for each unit. The better of your two scores for each unit will count toward your course grade. The quizzes are fully online and may be done at any time up to the due date (at which point they will be removed and you will no longer have access to them).**

### **Policies:**

**Students are responsible for being familiar with Student Rights and Responsibilities and Plagerism found at**

[http://www.gprc.ab.ca/  
students/admissions/  
conduct/](http://www.gprc.ab.ca/students/admissions/conduct/)

## Course Schedule

<b>Unit One</b>	Communication Basics	<b>Two Weeks - September 20th to October 3rd</b>
	<b>Introductory Voice Conference -- Introduction to the Course &amp; Course Procedures</b>	<b>Tuesday, September 21st at 6:30 pm</b>
	<b>Unit One Voice Conference</b>	<b>Tuesday, September 28th at 6:30 pm</b>
	<b>Unit One Assignment</b>	<b>Due by - Thursday, Sept 30th at 9:00 pm</b>
	Unit One Quiz	Available Until - Sunday, October 3rd at 9:00 pm
<b>Unit Two</b>	<b>Perception and Communication</b>	<b>Two Weeks - October 4th to 17th</b>
	<b>Unit Two Voice Conference</b>	<b>Tuesday, October 12th at 6:30 pm</b>
	<b>Unit Two Assignment</b>	<b>Due by Thursday, October 14th at 9:00 pm</b>
	<b>Unit Two Quiz</b>	<b>Available Until - Sunday, October 17th at 9:00 pm</b>

<b>Unit Three</b>	<b>Verbal &amp; Non-Verbal Communication</b>	<b>Two Weeks - October 18th to 31st</b>
	<b>Unit Three Voice Conference</b>	<b>Tuesday, October 26th at 6:30 pm</b>
	<b>Unit Three Assignment</b>	<b>Due by Thursday, October 28th at 9:00 pm</b>
	<b>Unit Three Quizzes</b>	<b>Available Until - Sunday, October 31st at 9:00 pm</b>
<b>Unit Four</b>	<b>Listening and Communication</b>	<b>Two Weeks - November 1st to 14th</b>
	<b>Unit Four Voice Conference</b>	<b>Tuesday, November 9th at 6:30 pm</b>
	<b>Unit Four Assignment</b>	<b>Due by: Friday, November 12th at 9:00 pm</b>
	<b>Unit Four Quizzes</b>	<b>Available Until - Sunday, November 14th at 9:00 pm</b>